

Role Profile: MLS Contract Coordinator – Bi Lingual English/French

Team/Location: Managed Learning Services - Saltash

Reporting to: Client Services Manager / MLS Contract Supervisor

Job Level: Level 5, Salary Band: 7 (£14,650 - £21,663)

Purpose...

To provide excellent service to a range of clients by adhering to processes and procedures efficiently, identifying opportunities to improve working practices, sharing best practice and developing specialist knowledge as required.

Key Accountabilities...

- Schedule events and liaise with clients and trainers regarding event details, ensuring the accurate capture of information on databases/spreadsheets.
- Ability to communicate fluently both written and verbally in French.
- Manage event logistics and ensure end-to-end process delivers a quality experience to the client.
- Proactively manage the timescales for holding dates and availability ensuring that client, trainer and business needs are met.
- Receive incoming requests for information and respond/process accordingly to ensure accurate and timely information is given to clients and trainers.
- Sign off supplier/trainer invoices, ensuring accurate claims have been made in line with agreed policies and KPIs. Escalate any concerns as appropriate.
- Produce client invoices in accordance to contractual agreements made.
- Review event evaluations and take appropriate action to address issues raised in order to continuously improve our service to clients.
- Deal with day-to-day problems, take ownership for finding solutions or escalate as appropriate.
- Build successful working relationships with clients.
- Have a good knowledge and understanding of the requirements of your clients and the contract agreements in place.
- Have a good understanding of client SLAs and proactively adhere to Key Performance Indicators to ensure these are met.

- Be able to cover other areas/disciplines on a regular basis ; including other regions, straps or clusters of a contract as well as being a designated back up for other contracts.
- Regularly update contract user guides to ensure accuracy of information and ease of use.
- Interrogate existing processes, identifying areas/scope for improvement and discussing this with the Contract Supervisor / Manager.
- Actively contribute to Learning Services Centre team meetings and individual contract meetings and requests for feedback.
- Identify and highlight potential business opportunities to the MLS Contract Supervisor / Client Services Manager.
- Demonstrate the Hemsley Fraser values at all times.

Knowledge and Skills...

- Good standard of verbal and written English and French (minimum GCSE to 'C' and above or equivalent).
- Proven experience of communicating in French with individuals within a Business context.
- Varied experience of administrative processes.
- Competency with MS Office, including Microsoft Excel.
- Attention to detail and accurate data entry.
- Proven ability to plan and organise effectively.
- Excellent business communication skills (verbal and written).
- Experience in a business-to-business client focused environment.
- Ability to engage effectively with employees, clients and suppliers at all levels.
- Ability to actively display a positive attitude to change and business improvement.
- Team player.
- Demonstrates an understanding of commercial awareness.

Competencies...

- Client-Orientated.
- Working Together.
- Planning and Organising.
- Business Communication Skills.

Measures of Performance...

- Managing deadlines.
- Internal, client & trainer feedback.
- Standard of individual output (quality).
- Compliance to Key Performance Indicators.
- Reporting and tracking as required.
- Positive behaviour and approach.
- Adherence to Hemsley Fraser Values.