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Role Profile: Learning Delivery Support

Team: Services – Plymouth / Hybrid

Reporting to: Services Performance & Development Manager

Job Level: Level 4

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Purpose…

To provide excellent customer service to a range of clients by building successful relationships and understanding key client requirements. Responsible for ensuring that services are delivered in line with HF standards and client contractual agreements.

You will be…

Someone that is responsible for client relationships which will include managing a portfolio of clients. You will be able to prioritise a workload and confidently follow working practices to schedule and administrate learning events for our clients, as well as provide guidance and support to members of your team, whilst maintaining a high-quality experience with everyone you engage with efficiently and effectively.

With client relationships being key to your success, you will be able to confidently adapt in the moment, working at a fast-pace and making decisions under pressure. You play a key role in ensuring the client teams deliver an exemplary learning experience and are passionate about spotting opportunities to make things better for you and your teammates.

Naturally curious, you are always seeking to learn and grow yourself, and you will tackle any challenge with positivity and a willingness to improve.

You will likely specialise in one or more of the following areas:

- **Enquiry Management** – Taking a service user's requirement, quoting, selecting the supplier, and confirming dates before handing over for booking

- **Booking Management** – Managing the booking process by confirming learning needs with suppliers, issuing joining instructions, and raising accurate POs

- **Event Administration** – Providing full administration post-booking, working in client LMSs, portals, or FocalPoint as required

- **Reporting & Data** – Assisting management with accurate MI reporting, resolving reconciliation queries, and supporting accurate invoicing for HF and pass-through costs

The role is…

- Supporting the implementation of new work within existing contracts.

- Recognising additional service or delivery requirements and highlighting these as potential business opportunities to the Customer Success Manager and/or sales representative.

- Scheduling events and managing logistics with clients and trainers, ensuring the accurate capture of information on databases/MS Excel and ensuring the process delivers a quality experience to the client.

- Receiving incoming requests for information and responding accordingly to ensure accurate and timely information is given to clients and trainers.

- Reviewing post-event evaluations and taking appropriate action to address issues raised in order to continuously improve our service to clients.

- Having a thorough knowledge and understanding of, and proactively adhering to client requirements, contracts, SLAs and KPIs.

- Owning and developing successful client relationships, acting as the first point of reference for assigned client stakeholders and ensuring they are aware of Hemsley's core services and products, and sharing success stories where appropriate.

- Proactively managing a contract risks and issues log and supporting the sharing of lessons learned across the Services Department as well as wider business.

- Project managing small projects and providing administrative support for larger projects or project work for new business or pre-sales work.

- Producing standard reports and monthly management information in a timely manner to ensure quality standards are met and proactively analysing reports for trends where appropriate.

- Record and monitor revenue, signing off supplier/trainer invoices ensuring effective cost control and recovery against pre-agreed margins and flagging any significant changes to the Customer Success Manager/Project Manager or Finance team.

- Owning hub administration for client owned hubs which includes creating playlists, adding users and sharing content whilst also acting as first line support for client hub enquiries/support.

- Owning the scheduling of VILTS where a client has purchased their own platform license, ensuring that rooms and links are set up correctly and sharing with both clients and the HF faculty.

- Creating and regularly reviewing contract user guides, ensuring regular updates are made to guarantee accuracy of information and ease of use.

You will have…

- A good standard of verbal and written English (minimum GCSE to 'C' and above or equivalent).

- A high level of competency with MS Office, including Microsoft Excel.

- Excellent attention to detail and accurate data entry skills.

- A proven ability to communicate effectively within a business environment (verbal and written).

- Demonstrable experience (or equivalent) in a business-to-business client focused environment.

- The ability to engage effectively with employees, clients and suppliers at all levels.

- The ability to actively display a positive attitude to change and business improvement.

- Experience of supervising and mentoring individuals and teams is desirable, but not essential.

- An understanding of commercial awareness and the confidence to challenge where needed.

Success in the role is…

- Positive internal, client & trainer feedback.

- High standard of individual output (quality).

- Own and team's compliance to SLAs/KPIs.

- Accuracy of reporting and tracking.

- Positive behaviour and approach.

- Adherence to Hemsley Fraser Values

Role specific KPIs

This section is a supplement to the job Role Profile and is intended to set out the performance expectations of the role. Post holders will be responsible for always achieving role specific Key Performance Indicators (KPIs).

Achievement of KPIs on a continuous basis will form part of ongoing performance conversations and will be measured weekly, monthly or quarterly as appropriate. They will also be reviewed formally at quarterly intervals as part of the Performance Enablement process.

KPI	KPI Category (e.g., Customer/ Financial/Internal/ Quality)	Link to Strategy	Expectation/Measure	Measurement Frequency (Weekly/Monthly/ Quarterly)	Exceptions
Achievement of prompt response to requests received on a continuous basis and in line with agreed timeframes and expectations	Customer	Stability	• 95% of responses to customer requests are managed within 48 hours of receipt. • 100% of responses to include meaningful, complete, accurate and detailed information to answer the customer request.	Weekly	• Where volume of work is over 15% higher than expected volumes
Accurate and complete invoicing for all bookings ahead of published event deliveries.	Internal	Stability	• 100% of sales invoice fee notes are submitted accurately at the time of course confirmation with no provisional bookings outstanding at the time of the event takes place. • 100% of purchase invoices checked, matched to PO and sales invoice, and signed off within 5 working days of receipt on Focal Point. • 100% of cancelled events to have any POs closed and fee notes deleted within 48 hours of the event being cancelled.	Weekly	• Where company accounts are in query with Finance • When there is a delayed response from the delegate on new date to transfer
Manage all logistics for a timetable of events from pre course delivery through to post course including invoicing.	Internal	Trust	• All delegate bookings created on FocalPoint containing accurate information within 48 hours of booking request received. • Facilitators contracted with LOE following week course activity meetings. • All final details including virtual session room links shared no later than 48 hours prior to delivery with facilitator.	Weekly	• When there is a delayed response from the delegate in clarifying information

Manage and collate all post event learner and facilitator feedback and evaluations	Internal/Client	Growth	• Reminders to delegates to complete and return evaluations, explaining their opinions are important to improving the service we provide. • Take appropriate action to address issues raised and escalate where appropriate.	Monthly	
Hub administration and support for all Individual Experience delegates	Client		• First line point of contact for admin support including adding users, sharing content.	Weekly	