

**Role Profile:** Client Service Coordination Lead

**Team/Location:** Managed Learning Services - Saltash

**Reporting to:** Client Service Manager

**Job Level:** Level 4, Salary Band: 6 (£17,000 - £24,606)

## Purpose...

Through great client relationships and organisational skills, you will manage a variety of complex enquiries and small scale projects that deliver outstanding learning outcomes to our customers that deliver value, quality, innovation and performance.

## You will be...

Driven to do a great job, and at your best when managing different priorities and client needs; focussed on balancing the needs of customer and Hemsley Fraser through all that you do.

Someone who takes pride in what you do, who people want to work with and able to focus on establishing rapport quickly with customers while nurturing relationships to achieve long-term, mutually beneficial outcomes.

Confident at leading a client through complex activities, offering advice and support that delivers results and exceeds expectations.

A genuine problem solver, able to easily resolve day to day challenges with the goal of continuous improvement.

## The role is...

To provide a proactive and high quality logistics and administration service to our clients, through establishing and maintaining trusted relationships, exceptional organisational skills and customer focus.

To understand client requirements, learning demand, scheduling needs and geographical coverage and manage complex activities, enquiries and projects to conclusion, delivering against client needs in a timely, cost effective and objective manner.

To act as a point of contact and escalation internally and externally for client work, including making recommendations on scheduling approaches and administration best practice. Also to prepare for and lead client calls and meetings as required.

To support learning initiatives with a variety of reporting and analytics that enable effective decision making, identification of trends and opportunities to improve service or value.

## You will have...

- The ability to establish strong relationships that create loyalty and drive value for your customer and Hemsley Fraser.
- Proven ability to plan and organise effectively.
- Experience of rapidly identifying and responding to issues, with evidence of your ability to find solutions that deliver enhancements to all we do.
- Demonstrable negotiation skills, able to adapt and identify innovative opportunities to add value.
- Proven autonomy and a proactive approach to managing your own workload.
- Professional approach and excellent communication skills verbally and in writing.
- Assertiveness and confidence to politely challenge clients, colleagues and suppliers, with experience of influencing and negotiation skills.
- Experience in a business-to-business client focused environment.
- Proven ability to analyse data, identify trends or opportunities for improvement, and make recommendations/decisions that drive continuous improvement.
- Good standard of verbal and written English (minimum GCSE to 'C' and above or equivalent).
- Good standard of mathematics (minimum GCSE to 'C' and above or equivalent).
- Competent with MS Office, including Microsoft Excel.

## Success in the role is...

- Excellent 360 feedback from your clients, your suppliers, your team and the learner.
- Personal and team delivery against SLAs/KPIs.
- Accuracy of reporting and tracking.
- Timely and effective management of your enquiries and projects.
- Effective negotiations that deliver savings targets.
- Positive behaviour and approach.
- Demonstration of Hemsley Fraser Values.