

Role Profile: Open Customer Success Support

Team: Open by HF

Reporting to: Director of Open by HF

Job Level: Level 4

Purpose...

To provide excellent customer service to 'Open' customers to ensure that their full Hemsley Fraser Experience is a positive one, from their first contact with Hemsley Fraser until their hub subscription expires.

Key Accountabilities...

Operational

- Receive incoming requests for information and respond/process accordingly to ensure accurate and timely information is given to customers 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.
- Manage event logistics with customers and trainers, ensuring the accurate capture of information on databases/spreadsheets and ensuring the process delivers a quality experience to the client.
- Receive incoming requests for information and respond/process accordingly to ensure accurate and timely information is given to clients and trainers.
- Review event evaluations and take appropriate action to address issues raised in order to continuously improve our service to clients.
- Have a thorough knowledge and understanding of Hemsley Fraser's core offering.
- Own and develop successful customer relationships, acting as the first point of reference for assigned customers.
- Project manage small projects and provide administrative support for larger projects or project work for new business or pre-sales work.
- Produce accurate and timely monthly management information and/or invoices as required.

Hub Management

- Hub administration for the Open hub - creating playlists, adding users, creating teams and sharing content.
- First line support for Open hub enquiries/support.
- Produce and review standard hub reports and provide a summary of what insights the data provides and share with the Open Delivery Operations Manager.

Virtual Deliveries

- Have a working knowledge of the platforms that Hemsley Fraser uses to deliver virtually and the operational processes associated with each platform
- When workload allows, fulfil the role of producer on Open virtual deliveries
- Ensure that rooms and links are set up correctly and shared with both customers and the HF faculty.

Operational Excellence

- Regularly review user guides, ensuring regular updates are made to guarantee accuracy of information and ease of use.
- Share best practice and interrogate existing processes, identifying areas/scope for improvement and discussing the benefits of implementation with the team/inter-departmental teams, implementing or escalating as appropriate.
- Provide inductions for new starters to the business.

Knowledge & Skills...

- Good standard of verbal and written English (minimum GCSE to 'C' and above or equivalent).
- Competent with MS Office, including Microsoft Excel.
- Attention to detail and accurate data entry.
- Excellent business communication skills (verbal and written).
- Experience in a business-to-business client focused environment.
- Able to engage effectively with employees, clients and suppliers at all levels.
- Ability to actively display a positive attitude to change and business improvement.
- Experience of supervising and mentoring individuals and teams.
- Ability to demonstrate commercial awareness on a day-to-day basis.

Competencies...

- Client-orientated.
- Working together.
- Planning and organising.
- Problem solving.
- Drive.
- Integrity.
- Business communication skills.

Measures of Performance...

- Managing deadlines.
- Internal, client & trainer feedback.
- 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.