

Role Profile: Client Operations Manager**Team/Location:** Managed Learning Services / Saltash**Reporting to:** Head of Service Delivery (MLS)**Job Level:** Level 2**Purpose...**

Through great leadership, you empower our people to deliver outstanding client experiences that create customer loyalty and generate growth for our business.

You will be...

Someone who can make things happen, seeking to make things better for your people, your clients and the business. People instinctively follow you, you inspire trust and people buy into your vision and want to work with you.

You confidently adapt in the moment, working at a fast-pace and make decisions under pressure. You ensure clients have a great experience and are passionate about inspiring others to care too.

Naturally curious, you are always seeking to learn and grow yourself, your people and the business.

Someone who has led many successful relationships for mutual benefit, asking questions to truly understand what clients need, and motivating and influencing those around you for results.

The role is...

Leading the service of a portfolio of clients, you will be responsible for delivering to high standards of service and supplier relationship management, achieving performance across your client lists and deliver against key business drivers for our clients and our business.

Responsible for a team of managers and their operational delivery, you will work at a strategic level within the department, and will be in shaping service strategy and future plans for our client service delivery.

As a client-facing role, spending time with our clients both in review meetings and to scope and understand our needs will be a key part of the role, working closely with our Executive Client Partners to continue to grow our business.

You will have...

- Proven experience leading numerous complex client relationships simultaneously and at pace, with demonstrable ability to manage the conflicting client demands effectively.
- Exceptional relationship building skills – both internally and externally, with evidence of establishing and maintaining long term, mutually beneficial partnerships.
- Demonstrable leadership experience at a senior level, preferably with a background in leading high-performing teams to successfully deliver multi-element services to a range of clients.
- Proven high positivity and motivation, with the ability to motivate and enthuse a face paced and highly productive team.
- Demonstrable agility and flexibility in approach to leadership and client delivery, with the ability confidently to react in the moment to ensure excellence.
- Evident experience of working within and/or leading a professional services purchasing team, within a customer focused environment.
- Proven commerciality and business acumen with evidence of effective decision making at a leadership level for mutual client and business benefit.
- Excellent verbal and written communication skills including demonstrable ability to effectively influence and negotiate internally and externally.
- Proven confidence leading client or internal meetings effectively, including presentation skills and demonstrable ability to tell a story and make sure a message is understood.
- IT literate with the ability to analyse and interpret data, consult with confidence, and make strategic recommendations on the best way forward for clients and the business.
- Education to degree level, Level 5 professional qualification or with significant business services delivery experience that evidences equivalent work based learning and progression.

Success in the role is...

- Excellent 360 feedback from our clients, your team and HF Sales team.
- Team delivery against SLAs/KPIs.
- Accuracy of reporting and tracking, ensuring delivery to pre-agreed margins.
- Positive behaviour and approach.
- Demonstration of Hemsley Fraser Values.