

Role Profile: Client Service Manager

Team/Location: Managed Learning Services – Saltash/Remote

Reporting to: Client Operations Manager

Job Level: Level 3

Purpose...

Through effective management and leadership of your team, to proactively drive a consistently excellent client service experience that meets and exceeds each of your client's service levels, delivering the efficiencies and performance our clients expect from us to ensure a successful and client-focused service delivery.

You will be...

An experienced people manager who is genuinely passionate about leading, managing and developing people to deliver great outcomes for our clients.

Maybe not a master, but definitely proficient in MS Office, especially Excel and someone who can bring data to life, showing insight and adding value to our clients by always answering the "so what?".

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.

Motivated by working in a fast-paced role, where each day brings new challenges, opportunities and successes.

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

Not one to wait to be told, you're proactive in your approach and enjoy taking ownership in all areas of your role, getting satisfaction from seeing things through, creating lasting relationships on the way.

Someone with the confidence to make decisions when needed, who thrives on autonomy and is driven to delivery excellent customer outcomes.

An optimist at heart, enthusiastic about what you do and able to get up stronger when things knock you, you don't back down from a challenge.

You don't have to be Einstein, but you're as committed to developing your own expertise as you are to delivering an outstanding service for our clients.

Someone who embraces our HF values and maybe already thinking about how you could create the vision for your people to embrace them too.

The role is...

Lead, manage, motivate and coach your team to deliver each client MLS to achieve defined and agreed goals and measures, including operating margin, business and process improvements, realisation of on-going efficiencies and cost-savings.

Support for new service implementation activities, acting as SME for Client Service work streams to ensure client service needs are fully understood and built in to service design.

Deliver operational excellence through building strong internal and external working relationships, managing contract budgets to pre-agreed margins and managing SLAs and processes to achieve business goals.

Interrogate and analyse learning management data to bring insights and value to our clients, which drives effective decision-making and business improvements.

Lead client quarterly review meetings, reviewing contract performance and drive improvements, ensuring your team have effectively prepared.

Consistently develop your team, ensuring they have the skills, capability and knowledge they need to excel in their roles, delivering consistently excellent service levels.

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.

Maintain commercial and business awareness for each of your client services, ensuring that operating margins are maintained, being proactive in ensuring that your key stakeholders are kept updated accordingly.

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.

You will have...

- Demonstrable experience as a people manager, with proven capability to effectively lead a team to deliver successful outcomes, while keeping people engaged, recognised and developed.
- 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 in analysing and presenting data in a way that tells the story, providing deeper insight through your findings.
- Commercial and business acumen, with experience of managing service and/or teams to agreed budget/margin.
- Proven ability to lead a team in a service delivery role to meet agreed service performance measures, recognising and addressing any challenges in a timely manner.

Success in the role is...

- Motivated, happy and healthy team that collaborates across the business, learning from each other and consistently achieve service KPIs and SLAs.
- All team members are inducted and developed effectively, setting them up for success and where they are encouraged to develop ideas and innovations to keep pushing us forward.
- Consistently high client feedback regarding the service e.g. NPS, where they see you as their authentic partner.
- Because you can see the bigger picture, you create MI, reporting and analysis that delivers tangible benefit and value to your clients.
- Role modelling of HF values – you're authentic in your behaviours as a leader and are actively engaged in support of what it is to work at HF.