

**Role Profile: MLS Client Service Supervisor****Team/Location:** Managed Learning Services / Saltash**Reporting to:** Client Service Manager**Job Level:** Level 4**Purpose...**

Through excellent customer service, relationship building and team leadership, you will manage the successful delivery of a variety of learning administration services that meet specific client requirements and deliver optimum learning outcomes to our clients.

To be an active member of the Managed Learning Service team, role modelling positive behaviours and positively contributing to successful service delivery and continuous improvement activities across the department.

**You will be...**

Someone who can quickly establish strong working relationships with client contacts, managers, learners, trainers and suppliers in order to understand their needs and to motivate and manage a team to deliver them efficiently and effectively.

You confidently adapt in the moment, work at a fast-pace and make decisions under pressure. You ensure clients have a great experience and are passionate about spotting opportunities to make things better for you, your team and the department.

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

**The role is...**

Managing the service of a variety of clients, you will be responsible for liaising with clients contacts to implement services and maintain a schedule of learning events which your team administer, making sure they run successfully, and that all associated information is captured accurately.

To be a first point of contact for our clients, handling their queries effectively whilst representing the HF brand positively, taking ownership for your own workload and the workload of your team to ensure accurate and timely information is given to clients and trainers and service levels are high.

To maintain the successful commercial performance of our client accounts by ensuring that your team swiftly and accurately process financial transactions, are consistently meeting their SLAs, are maintaining accurate and complete data at all times so that you can issue your Management Information and invoices on time and without error.

To respond quickly to any concerns or issues that arise with confidence, empathy and an eagerness to identify opportunities to improve our services and processes and share those ideas with others, upselling where possible so as to maximise the strength of the client relationship and increase revenue.

To manage small scale delivery projects independently to meet our client requirements, or support larger projects for new or changing work as required, including leading client calls and contributing to review meetings, adding value with your client insight and analytical skills.

To recruit, manage, motivate, coach and develop your team members to create a client focused environment of empowerment and high performance, including onboarding and inducting new starters, being a point of escalation for your team, forecasting for changes in workload, and maintaining accurate training tools and user guides for your client accounts.

To enable the positive perception of HF by the strength of your relationships, your client and supplier knowledge and your willingness to always help your colleagues and your customers.

## You will have...

- An exceptional customer approach and excellent business communication skills (verbal and written)
- Proven experience of supervising and leading a team to deliver results, including developing and performance managing your team members
- Integrity and the ability to build trust within your team
- The ability to engage positively and effectively with others, including in a business-to-business environment
- A 'team' mindset, and an eagerness to help out your team, your colleagues and your customers
- A positive approach to customer challenges, change and a large, varied workload, with the ability to problem solve in the moment
- A variety of administrative experience, and proven ability to plan and organise effectively including motivating and mobilising a team to deliver results
- High levels of attention to detail and care for the accuracy of your work
- Understanding of the impact of your work on the commercial performance of our client accounts
- Competency with MS Office, including Microsoft Excel
- Good standard of verbal and written English (minimum GCSE to 'C' and above or equivalent)

## Success in the role is...

- Excellent 360 feedback from our clients, your team and HF Sales team
- Delivery against SLAs/KPIs and deadlines, internally and for your clients
- Accuracy of data, enabling high quality service delivery and management information
- Demonstration of positive behaviour and approach
- Demonstration of Hemsley Fraser Values