

## **Role Profile: Client Service Coordinator**

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

**Reporting to:** Client Service Supervisor / Manager

**Job Level:** 5

### **Purpose...**

Through excellent customer service, you will manage a variety of learning administration services to deliver optimum learning outcomes to our clients.

To be an active member of the Managed Learning Service team, 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 efficiently and effectively schedule and administrate learning events for our clients, whilst maintaining a high-quality experience with everyone you engage with.

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 spotting opportunities to make things better for you and your team mates.

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...**

- Supporting the service of a variety of clients, you will be responsible for liaising with clients and suppliers to schedule learning events and for managing the administration and logistics to make sure it runs successfully, and that all associated information is captured accurately to enable both client reporting and a positive experience for learners.
- To be a first point of contact for learners, trainers, suppliers and clients, handling their queries effectively whilst representing the HF brand positively, taking ownership for your own workload to ensure accurate and timely information is given to clients and trainers.
- To contribute to the successful commercial performance of our client accounts by swiftly and accurately processing invoices and purchase orders, meeting SLAs on a continuous basis, ensuring you maintain accurate and complete data at all times, and by responding 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.
- 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 service approach and excellent business communication skills
- The ability to engage positively and effectively with others, including in a business-to-business environment
- A 'team' mindset, and an eagerness to always help your colleagues and customers
- A positive approach to customer challenges, change and a large, varied workload
- A variety of administrative experience, and proven ability to plan and organise effectively
- 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 the 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

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### Role specific KPIs

This section is a supplement to the job Role Profile and is intended to set out the performance expectations of the role. Post holders will be responsible for achieving role specific Key Performance Indicators (KPIs) at all times.

Achievement of KPIs on a continuous basis will form part of ongoing performance conversations and will be measured weekly, monthly or quarterly as appropriate. They will also be reviewed formally at quarterly intervals as part of the Performance Enablement process.

KPI	KPI Category (e.g. Customer/ Financial/Internal/ Quality)	Link to Strategy	Expectation/Measure	Measurement Frequency (Weekly/Monthly/ Quarterly)	Exceptions
Achievement of SLAs for your client/s on a continuous basis and in line with agreed timeframes and expectations	Customer	Stabilise	<ul style="list-style-type: none"> <li>95% of responses to customer requests are managed to the contractual deadlines set out with clients (e.g. 24 hours, 48 hours)</li> <li>100% of responses to include meaningful, complete, accurate and detailed information to answer the customer request</li> <li>SLA reporting to be used, anomalies investigated and improvements implemented</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Where volume of work is over 15% higher than expected volumes</li> </ul>
Accurate and complete invoicing within 90 days of event deliveries for your own events	Financial/Internal/ Quality	Stabilise	<ul style="list-style-type: none"> <li>Own events have no outstanding fee notes over 30 days on either un-invoiced report or reconciliation report</li> <li>Continuous review of both reconciliation and un-invoiced reports on a monthly basis to measure - coordinator dashboards to be utilised to control and action your own events</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Where no supplier invoice is received within set timeframe</li> <li>Where invoices are in query with supplier</li> </ul>

Enablement of correct financial reporting: Open PO's	Financial/Internal/Quality	Stabilise	<ul style="list-style-type: none"> <li>• 100% of cancelled events to have a closed-out PO and deleted fee note within 48 hours of the event being cancelled</li> <li>• Continuous review of open PO report in conjunction with CSM to ensure kept clean for monthly analysis</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>• Where volume of work is over 15% higher than expected volumes</li> </ul>
Increase HF revenue from MLS clients by 2%	Financial/Internal	Diversify revenue for growth	<ul style="list-style-type: none"> <li>• Client Services team to assist in achieving this department KPI by presenting HF solutions where there is a comparable product to clients as part of a course enquiry where suitable/possible</li> <li>• Financial reporting will be used to measure</li> </ul>	Quarterly	<ul style="list-style-type: none"> <li>• Enquiries are not for core HF content</li> </ul>