

Role: Client Service Manager

Team/Location: Managed Learning Services – Saltash / Remote

Reporting to: Client Operations Manager

Job 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 deliver 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 are as committed to developing your own expertise as you are to delivering an outstanding service for our clients.

The role is...

- Leading, managing, motivating and coaching your team to deliver on defined and agreed goals and measures, including operating margin, business and process improvements, realisation of on-going efficiencies and cost-savings for each MLS client that you manage.
- Supporting new service implementation activities, acting as a SME for Client Service work streams to ensure client service needs are fully understood and built in to service design.
- Delivering 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.

- Interrogating and analysing learning management data to bring insights and value to our clients, which drives effective decision-making and business improvements.
- Leading client quarterly review meetings, reviewing contract performance and driving improvements, ensuring your team have effectively prepared.
- Consistently developing 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.
- Maintaining 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.
- Sharing best practice and interrogating 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...

- A motivated, happy and well developed team that collaborates across the business, learning from each other and consistently achieving service KPIs and SLAs.
- All team members are inducted and developed effectively, setting them up for success and 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.

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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 always achieving role specific Key Performance Indicators (KPIs).

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/Qu ality)	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"> 95% of responses to customer requests are managed to the contractual deadlines set out in clients contracts/agreements (e.g. 24 hours, 48 hours) 100% of responses to include meaningful, complete, accurate and detailed information to answer the customer request We will measure this using the SLA document 	Monthly	<ul style="list-style-type: none"> Where volume of work is over 15% higher than expected volumes
Accurate and complete invoicing within 90 days of event deliveries for your portfolio of clients	Financial/Internal/Qu ality	Stabilise	<ul style="list-style-type: none"> Own clients have no outstanding fee notes over 90 days on either un-invoiced report or reconciliation report Review of both reconciliation and uninvoiced reports on a monthly basis to measure 	Monthly	<ul style="list-style-type: none"> Where no supplier invoice is received within set timeframe Where invoices are in query with supplier

Enablement of correct financial reporting: Open PO's	Financial/Internal/Quality	Stabilise	<ul style="list-style-type: none"> 100% of cancelled events to have a closed out PO and deleted fee note within 48 hours of the event being cancelled Monthly update on open PO report, values and actions, no outstanding open PO's where events are cancelled 	Monthly	<ul style="list-style-type: none"> Where volume of work is over 15% higher than expected volumes
All team members to have continuous ongoing performance conversations to include performance against KPIs, Objectives and HF Values and a wellbeing check-in with sign posting to any further resources such as EAP, People Team or Mental Health First Aider Community	Internal/Quality	Stabilise/Diversify for growth	<ul style="list-style-type: none"> All of own teams to have clear KPIs and objectives, with objectives agreed and set out in the HR system each quarter All team members to have regular (at least monthly) one-to-ones (121s) with their manager which include conversations about KPIs, Objectives, HF Values and Wellbeing and relevant sign posting as required Monthly 121s to be documented, stored confidentially, and shared with the team member each month 100% of absences logged in the HR system within 24 hours of start of absence, and return to work interviews conducted within 24 hours of return date on all occasions of absence including an update to the absence record PDPs & PIPs in place where required 	Monthly	<ul style="list-style-type: none"> Team member absences
Increase HF revenue from MLS clients by 2%	Financial/Internal	Diversify revenue for growth	<ul style="list-style-type: none"> 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 Financial reporting will be used to measure 	Quarterly	<ul style="list-style-type: none"> Enquiries are not for core HF content