

Role Profile: Client Service Supervisor

Team/Location: Managed Learning Services - Saltash / Hybrid

Reporting to: Client Service Manager

Job 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 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 service approach and excellent business communication skills
- 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 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 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"> 95% of responses to customer requests are managed to the contractual deadlines set out with clients (e.g 24 hours, 48 hours) 100% of responses to include meaningful, complete, accurate and detailed information to answer the customer request SLA reporting to be used, anomalies investigated, and improvements implemented 	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/ Quality	Stabilise	<ul style="list-style-type: none"> Own clients have no outstanding fee notes over 30 days on either un-invoiced report or reconciliation report Continuous review of both reconciliation and un-invoiced 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 Continuous review of open PO report in conjunction with CSM to ensure kept clean for monthly analysis 	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