<p align="center">**Role Profile: Client Operations Manager**</p>

<p align="center">**Team/Location:** Managed Learning Services - Saltash / Hybrid</p>

<p align="center">**Reporting to:** Head of Service Delivery (MLS)</p>

<p align="center">**Job Level:** Level 2</p>

Purpose…

The Client Operations Manager is responsible for delivering the MLS vision and proposition through their team of Client Service Managers, by creating an environment to enable their people to succeed and our clients to feel valued with Hemsley as a trusted partner.

You will be leading a team of Client Service Managers to deliver a high-quality service to our clients, whilst driving efficiencies, standardisation of processes and continuous improvement across the entire team.

As an integral part of the Managed Learning Services leadership team, this role will collaborate with the wider department and business to develop and deploy our department strategy and vision.

You will be…

Someone who can confidently and consistently adapt with agility to the changing demands of the department.

A keen learner with a growth mindset and a passion for learning, continuously striving to deliver better results whilst bringing your team on the journey with you therefore building trust amongst your team and clients alike.

Able to demonstrate strong problem-solving skills and experience in building and using KPIs and objectives to drive excellence.

A people leader with experience as a critical member within a senior team and will have a proven leadership skills, operational expertise, and commercial awareness.

The role is…

- Responsible for the service provision of a portfolio of clients, supporting your teams to ensure consistent delivery to our client and internal SLAs.

- Leading a team of managers including supporting with all recruitment related activities as well as providing coaching, mentoring and development opportunities to members of your team.

- Monitoring and reporting on key performance metrics related to the Client Services team.

- Identifying and implementing opportunities for improvement of processes and innovation to ensure the Client Services team is operating efficiently and to a minimum margin, whilst ensuring that we are meeting client expectations.

- Creating consistency and scalability – streamlining and standardising processes which can be implemented department wide and slot into new client implementations.

- Identifying key opportunities for growth within your client portfolio, and working with the Client Partner to grow revenue.

You will have…

- A proven ability to build strong relationships at all levels, both internally and with key stakeholders within your client portfolio, ensuring mutually beneficial partnerships.

- Demonstrable leadership experience at a senior level, preferably with a background in leading and coaching high-performing managers and teams to successfully deliver multi-element services to a range of clients.

- Excellent communication skills with the confidence to present to a range of audiences either virtually or in person.

- Strong analytical skills and mindset, with the ability to analyse data, make data driven decisions and be able to tell the story that data demonstrates.

- Demonstrable agility and flexibility in approach to leadership and client delivery, with the ability to confidently react in the moment to ensure excellence.

- Proven ability and experience to successfully challenge, negotiate and influence decision making with stakeholders at a senior level.

- Demonstrable commerciality and business acumen with evidence of effective decision making at a leadership level for mutual client and business benefit.

- Proven experience leading client or internal meetings effectively, including high-quality presentation skills and demonstrable ability to tell a story and ensure for effective delivery.

- A tenacious and inquisitive nature, with the ability to consult and present solutions with confidence, making strategic recommendations on the best way forward for clients and the business.

- A very good understanding of MS IT products with education to degree level, Level 5 professional qualification or significant business services delivery experience that evidences equivalent work-based learning and progression.

Success in the role is…

- Excellent 360 feedback from our clients, your team and the Hemsley Sales team.

- Building and developing a high-performing management team.

- Own and team's compliance to SLAs/KPIs.

- Accuracy of reporting and tracking, ensuring delivery to pre-agreed margins.

- Positive behaviour and approach.

- Demonstration of Hemsley Fraser Values.

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 entire client portfolio on a continuous basis and in line with agreed timeframes and expectations	Customer	Stabilise	• 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 by client	Monthly	• 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	• Own portfolio of clients to have no outstanding fee notes over 90 days on either un-invoiced report or reconciliation report • Review of both reconciliation and un-invoiced reports on a monthly basis to measure	Monthly	• Where no supplier invoice is received within set timeframe • Where invoices are in query with supplier
Enablement of correct financial reporting: Open POs	Financial/ Internal/Quality	Stabilise	• 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 POs where events are cancelled	Monthly	• 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	• 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	• Team member absences
Increase HF revenue from MLS clients by 2%	Financial/Internal	Diversify revenue for growth	• 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	• Enquiries are not for core HF content