

Role: MLS Customer Success Manager

Team/Location: Managed Learning Services – Saltash / Remote

Reporting to: Client Operations Manager

Job Level: 3a

Purpose...

Responsible for delivering premium customer service in line with Hemsley Fraser's strategy to maximise revenue potential and developing strong client relationships. Taking ownership for new learning needs and working with clients in a consultative capacity to guide them towards best practice in their operating procedures and interactions with Hemsley Fraser as their MLS.

You will be...

An experienced people leader with an ardent desire to develop, coach and develop those around you, ensuring they have a strong understanding of the Hemsley Experience and Hemsley MLS proposition that will enable them to build better relationships with internal and external clients.

A trusted partner that is client orientated and as a key stakeholder will strive to create successful and impactful relationships.

An analytical person with an excellent ability to problem solve in a challenging environment, using strong organisation skills to multi-task effectively more maximum efficiency.

The role is...

- Leading on the Learning Services workstream for the implementation of new clients
- Leading internal and external contract monthly and quarterly calls and meetings, including contract review meetings.
- Working closely with your client Solutions Architect or Solutions partner where through your excellent relationships, you or your team become aware of an opportunity to maximise Hemsley revenue.
- Understanding client Service Level Agreements (SLAs), contracts, terms and conditions and having the ability to discuss them confidently, working closely with the Customer Delivery Manager on your account.
- Acting as an escalation point for the Customer Delivery Manager to support them with the operational day-to-day management of contracts, ensuring smooth running in alignment with agreed SLAs and minimising disruption caused by planned and unplanned activities such as absences, change requests, etc.
- Managing the Team Leader responsible for the team qualifying incoming learning needs, ready to pass over to the delivery team
- Acting as a Subject Matter Expert (SME) on the entire Hemsley breadth of services and products, allowing for opportunities to upsell where possible.

- Proactively managing a contract risk and issues logs and ensuring consistency and sharing of lessons learned across the department.
- Updating the Client Operations Manager, Bids & Tenders Manager and/or Head of Service Delivery of any change management required for current contracts, or contract/SOW renewals
- Managing contract revenue reporting and budgets, ensuring effective cost control and recovery, protecting, and positively impacting pre-agreed margins and business financial performance.
- Managing, motivating, coaching, and developing direct reports/team members to create a client focused environment of empowerment and high performance (including induction and training plans).
- Acting as a mentor for new Customer Success Managers, providing guidance and support as and when required.
- Acting as an escalation point for resolving problems/complaints and implementing solutions.
- Collaborating with the Customer Delivery Manager on client required reporting including the MI, and quarterly or contract review backs. Whilst you will not be accountable for the building of these reports, it is imperative you have a strong understanding and ability of how to present the findings and recommendations as part of your consultative approach

You will have...

- Experience of leading complex, successful service/client-facing administration teams or equivalent.
- Excellent interpersonal and communication skills including experience of building successful and effective relationships at a senior level.
- Strong people management skills including coaching, mentoring, and developing.
- An understanding of commercial awareness.
- Ability to deliver in a fast moving, pressurised environment to meet demanding deadlines and SLAs.
- A good standard of presentation skills
- Demonstrable client facing experience including presentations and pitches (desirable).
- A good working knowledge of Microsoft Office (including Excel).

Success in the role is...

- Positive and successful client, supplier, and internal feedback.
- Accuracy of reporting and tracking, ensuring delivery to pre-agreed margins.
- Team delivery of SLAs/KPIs
- 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 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/ Quality)	Link to Strategy	Expectation/Measure	Measurement Frequency (Weekly/Monthly/ Quarterly)	Exceptions
Client retention & Churn reduction	Customer & Financial	MLS & Experience: Retention	<ul style="list-style-type: none"> Deliver service excellence to ensure clients continue to use our services Minimum 95% of clients retained/ Churn rate to be 5% or less 	Quarterly & annually	<ul style="list-style-type: none"> Client business goes into administration
Increase HF revenue from MLS clients	Customer & Financial	MLS & Experience: Revenue	<ul style="list-style-type: none"> 5% of client learning spend (excluding fees) is with Hemsley Fraser Correct use of HubSpot to monitor pipeline and lost opportunities Upskilling on Hemsley product knowledge 	Quarterly & Annually	<ul style="list-style-type: none"> Applicable rate card prices us out of work, and you/team have checked no further discounts are available Less than 5% of client spend is in Hemsley Fraser offering
NPS Score	Customer & Quality	MLS & Experience: Partnership	<ul style="list-style-type: none"> NPS Score for own client accounts to be a minimum of +25 75 is considered exceptional 	Monthly	<ul style="list-style-type: none"> Client will not agree to Hemsley implementing the service user surveys Not enough responses to create a meaningful score (less than 5)
Achievement of SLAs for your client/s on a continuous basis and in line with agreed timeframes and expectations	Quality	Retention	<ul style="list-style-type: none"> All SLA's that fall under the remit of Customer Success to be met This will be defined by each individual clients SLAs 	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	Alignment	<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
Data Accuracy	Internal & Quality	Internal & Quality	<ul style="list-style-type: none"> Own team maintains 98% accuracy in all client and learning event data entries. 	Monthly	<ul style="list-style-type: none"> Client/system delays outside of control
Innovation and Improvement Suggestions	Internal	MLS & Experience: Continuous Improvement	<ul style="list-style-type: none"> Submit at least 2 process improvement suggestions per quarter. 	Quarterly	<ul style="list-style-type: none"> None