JOB TITLE: Client Service Executive

DEPARTMENT: Commercial/Client Service Team

LOCATION: London, Liverpool Street

POSITION: Permanent, full time

REPORTS TO: Service Delivery Manager

STAKEHOLDERS: Clients, Students, Service Managers, Client Service Team Managers, Business Development Director, Business Development Managers, Account Managers

JOB PURPOSE

The purpose of this role is to support the Service Delivery Manager and students through excellent service and delivery by measuring and meeting defined SLA objectives, being responsive to student and training manager requests and requirements, and processing bookings for all students across all BPP systems. The overall objective of these activities is retention of our clients and revenue growth through excellent service.

PRINCIPAL JOB ELEMENTS AND RESPONSIBILITIES

Key Responsibilities and Accountabilities

- Manage client administration and service support within prescribed timelines, this will include but not be limited to:
  - Processing records on all BPP systems
  - Responding to student and client enquiries, processing orders, processing transfers, organising mock examinations, invoicing, reporting to clients, students and internal stakeholders, tracking monthly revenue and reporting same to internal stakeholders
  - Pro actively support clients/students eg. Assistance when re-sitting exams, congratulate successful exam passes particularly when multiple attempts, tutor 1:1, obtaining performance reports from examining body, assisting with log-on queries in respect of online support systems
  - Pro actively provide client feedback/notify Programme Managers and Account Managers of all positive feedback and issues/areas of client concern
  - Work closely and actively with Service Delivery Manager, to ensure SLAs are met and provide the provision of consistent excellent service.
  - Maintain strong client relationships through regular close account management which will include telephone and email communication

- Meet own, team and department Service Levels and Key Performance Indicators
- Providing regular support/absence back up to colleagues as directed by the Team Manager
- Attend BPP functions, including opening evenings, open days, client visits, student and corporate client events
- Assist in MI reports – Intermediate to Advanced Excel levels desirable
- Effectively undertake any other duties as required by the Management Team

Performance Metrics

- Client feedback and surveys
- Quality of all client related documentation
- Operating within pre-agreed Service Levels

General Responsibilities and Accountabilities for all Team Members

- Promptly notify Programme Managers and Account Managers of new business opportunities
- Support colleagues in the collation of data required for input into client RFIs, pitch documents, brochures, service levels agreements and preparation of visual aids for client presentations
- Provide support to Customer Service (Service Department) colleagues as directed by Team Manager
- Work effectively as a member of the Client Service team
- Be an ambassador for BPP both internally and externally communicating and promoting the vision and direction of the company with passion
- Demonstrate key desired behaviours appropriate to role as agreed with your Team Manager
- Maintain high standards of work and professionalism at all times, particularly with regards to accuracy and presentation in both written and verbal communication
- Build, manage and maintain strong inter-departmental relationships and communication within the organisation and work in partnership with other team members
- Make suggestions to improve the working situation within own area of work and BPP as a whole
- Operate within data protection guidelines and ensure customer confidentiality is maintained at all times
- Comply with all aspects of BPP’s business policies and procedures including but not limited to H&S, data protection, equality and diversity

**SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED FOR ROLE**

**Skills**
- Excellent communication with a positive telephone manner and the ability to build rapport and maintain empathy with students and clients
- Ability to effectively manage client and internal stakeholder relationships, promptly responding to queries, ensuring expectations are managed
- Ability and desire to understand client’s business and in turn, their requirements in terms of how BPP can help meet the client’s needs
- Excellent organisational and time management skills
- Ability to create and maintain accurate/accessible and organised documentation
- Ability to communicate performance by producing all necessary reports in an effective and timely manner
- Ability to identify new business opportunities and alert Account Managers and/or Programme Managers
- Ability to use email, internet applications, MS Windows operating system, including Excel and tracking tools to support this role
- Ability to apply numerical skills to analyse data, interpretation of facts and figures presented in the form of statistical tables and diagrams, thinking critically and checking for errors or variance from targets
- Must be comfortable working within defined Key Performance Indicators and Service Levels
- Passionate about client service with a positive approach to dealing with people
- Proactive, highly motivated and adaptable to change, as the company and industry in which they are based is very fast paced and competitive

**Knowledge**
- Knowledge of BPP product range (desired)

**Qualifications/Experience**
- Proven experience within a B2B sales environment
- Degree-qualification (desired)
- Advanced Excel skills (desired)

The successful candidate will be required to undergo a credit check and basic disclosure