



BPP Job Description

Job Title	Client Services Executive
Department	Client Services
Location	Home and office based
Additional details	Office - London - Portsoken

Travel requirements (if applicable):

Contract type	Full time and permanent
Hours of work	37.5hrs per week – Monday to Friday 9am – 5.30PM
Reporting lines	Assistant Delivery Manager / Service Delivery Manger

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.

Key Responsibilities

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 e.g. Assistance when re-sitting exams, congratulate successful exam passes particularly when multiple attempts, assisting with log-on queries in respect of online support systems
- Pro-actively provide client feedback/notify Business Development Managers and Account Managers of all feedback and issues/areas of client concern
- Work closely and actively with Assistant Delivery Manager / 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 client calls and meetings as required

Skills, experience & qualifications required - Essential

- 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 BD 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 KPIs 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.

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