

## Client Services Executive

### The company

Talking Talent is a leading executive coaching consultancy that delivers bespoke solutions to blue chip clients in the UK, Europe, Asia and the United States. We specialise in developing and optimising female talent to create valued career progression and commercial benefit.

The office is based near Oxford with the majority of our clients based in London. Talking Talent also works out of the USA and delivers work with clients in Europe and Asia. There are currently a team of 15 core individuals and a pool of associates. Our clients are mainly FTSE 250 organisations and include major law firms, financial services businesses, telecommunications, professional services, media, FMCG, etc.

We are a dynamic, growing business looking to expand our team.

See our website: [www.talking-talent.com](http://www.talking-talent.com)

### Job brief

This is a customer services role for someone with strong experience of dealing with external customers, administration and diary management. Working from our Oxfordshire office, liaising with Talking Talent directors and clients. The role operates at the heart of the consultancy and offers the right candidate an opportunity to understand the Talking Talent business and a platform for potential future growth.

### Responsibilities

The key elements of the role are:

- To assist in managing the arrangement of training and coaching with major clients, to include:
  - Being responsible for new coaching referrals, putting them in the database and contacting them with coaching information
  - Providing administrative support for our network of Associate Consultants
  - Maintaining regular contact with coaches
  - Managing the internal process for maternity and executive coaching from beginning to end
  - Keeping database up to date

- Collating feedback
- Liaising with client regarding room bookings, equipment needed etc.
- Managing diaries and booking coaching and development meetings for Talking Talent Associates and Directors.
- Maintain and build client, coachee & associate relationships.
- To assist in producing client reports, and organise meetings for Directors, Associates and Clients.
- Maintaining a database, ensuring tasks are completed on a daily basis and that the relevant coachees have been contacted on time.
- Setting up and providing basic trouble shooting support for webinars using WebEx. Full training will be provided for this.
- Office Management to include:
  - Managing relationships with suppliers
  - General office duties including answering the telephone, taking messages and ensuring smooth running of office
- Producing reports on a monthly or quarterly basis for team meetings to include:
  - Client activity
  - Relevant management information gathered from employees and associates
  - Customer feedback
- Involvement in Company projects

## Requirements

We are looking for a proactive individual with a detail orientated approach who is used to managing multiple diaries and customer relationships. A self-starter who is able to use their initiative, working well both on their own and as part of a team, with a focus on quality and customer satisfaction.

We are looking for someone who will take on tasks and complete them effectively within deadlines. The individual will need to have good interpersonal skills and in time feel confident phoning senior individuals in the UK, Europe and Asia. The candidate must be computer literate, comfortable with technology, with the ability to learn new software packages.

We are a small, friendly team so are looking for someone who is flexible and interested in getting involved in the core activity of the business. They will receive great managerial and team support to enable them to achieve success within the role. A 'can do' and positive attitude are essential. It is preferred that the candidate has operated in a similar client services type role before, ideally in a commercial or professional services environment.

We are passionate about what we do and would like to recruit someone who shares our enthusiasm on a day to day basis.

### Package

Salary	Up to GBP £24,000 per annum.
Holiday	25 days per annum
Career Level Required	Min 2yrs experience in equivalent/ similar roles
Education Required /Preferred	A-levels /Graduate
Job Type	Permanent
Job Status	Full Time
Pension	3%