

Head of Client Services

£40K - £44K P.A. PLUS BENEFITS

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 35 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

THE ROLE

The core focus of this position is to deliver excellent client service to Talking Talent customers; ensuring this is maintained as a unique selling point for the business. Responsible for the leadership, direction and development of the Client Services teams globally, ensuring growth and achievement of targets, with a view to consistent, quality delivery. The role will support the servicing, development and retention of clients, assisting with the wider sales process to support the setup and induction of new clients.

With team management responsibilities and a track record of delivering superb client service and operational excellence that have resulted in tangible gains for the business, this role operates at its heart and requires an individual that is able to think of the bigger picture and implement ideas with a positive, 'can do' approach to work and who enjoys inspiring others.

Key Accountabilities for Head of Client Services:

Client Services Team Management and Global Coordination

- Provide leadership and direction that provides an excellent customer service experience for our clients and fosters a positive, strong and supportive team culture
- Set the overall direction, priorities and development of the Client Services team globally ensuring external client facing support to Talking Talent clients remains at the core of our service excellence
- Work with the ED and MD of Client Services to challenge the status quo, contribute, deliver and inspire the team to realise and maintain the client services strategy, resourcing appropriately
- Support the team to meet chargeability targets wherever possible, escalating any issues or barriers
- Oversee the allocation of accounts, coaching support and adjust workloads where appropriate.

- Manage client contracts, ensuring that they are up to date and reflective of the services we deliver and tasks are followed through the agreed timescales
- Ensure the client review and key contacts schedules are supported by the team and that the information on our database is up to date
- Focus on continuous improvement by uncovering delivery challenges and developing solutions that benefit all areas of the client process
- Provide direct line management for the team, including appraisals, development and mentoring
- Assess any gaps in knowledge and provide appropriate and timely training, coaching and mentoring
- Work with the team to keep morale and motivation high, encourage out of box thinking and progression

Client Retention and Growth

- Manage a portfolio of Talking Talent accounts
- Operate as the lead point of contact for any and all matters specific to Talking-Talents accounts/clients and the interface with the Client Services Team
- Develop a trusted advisor relationship with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives from client induction, pilot to go live and ongoing operational delivery, assigning tasks to the teams
- Identify and grow opportunities within client accounts at key stakeholder updates and collaborate with sales teams/Client Directors/Marketing to support the preparation of proposals and pitch documents
- Work collaboratively with CS team to deliver stakeholder relationship plan and all aspects key to client satisfaction (Reviews, Presentations (where appropriate), client related collateral etc.
- Support Client Directors on Strategic clients and project manage the sales process from the client services perspective

Commercials & Reporting

- Perform regular re-assessment of all processes and provide input/recommendations to Operations as well as other department heads (Marketing, Digital, Finance etc) to establish a culture of continuous client experience improvement
- Assess a wide range of MIR and other data using a range of sources in response to management and stakeholder needs to facilitate high quality CS operational delivery and client related activity
- Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders
- Forecast and track key account metrics, use CRM tool to record all client related activity

Key competencies for Head of Client Services

- Educated to degree level is preferable or the relevant corporate/business experience
- Proven experience in relationship management and/or business development preferred
- Clear success in managing and mentoring a delivery team/client services team
- Outstanding capabilities in the management of client/customer service workflow with the ability to work to deadlines and conflicting priorities, managing multiple projects at a time
- Excellent MS skills particularly Outlook, MS PowerPoint, Excel and Word
- Experience of Salesforce or CRM system preferable

- Highly organised and excellent attention to detail with a passion to deliver excellent customer service
- Demonstrates energy, flexibility, creativity, and being a team player

References Required

THE PACKAGE

- £40k - £44k p.a.
- 25 days holiday excluding Bank Holidays
- Preferably educated to degree level otherwise relevant corporate/business experience
- Permanent Full Time with Flexible Working Potential
- Eligible for company bonus scheme
- Pension scheme
- Office in Oxfordshire

APPLY

Please send your CV and cover letter to careers@talking-talent.com.