

JOB POST	
Division:	Global Business Shared Services
Team:	Client Operations
Reporting To:	Head of Client Operations
Contract Type:	Permanent – Full Time
Location:	Talking Talent Oxfordshire Office – Wallingford / Able to work from home
<p><i>At Talking Talent, we are all about creating an inclusive working environment where people from all backgrounds can succeed. Diversity makes sense for us, for our clients and for our future. We value different perspectives, skills and experiences, and welcome applications from all sections of the community.</i></p>	

Client Operations Executive (COE)

The Company

Talking Talent (TT) is a leading, rapidly expanding, 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.

Our head office is in Oxfordshire in UK with the majority of clients based in London. Talking Talent also has an office in the USA and delivers work with clients across Europe and Asia. 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

Scope of the Role

Usually based in our Oxfordshire Head Office and aligned to our Global Business Shared Services Team vertical, our Client Operations Executives (COEs) are the engine room behind our coaching programmes; managing relationships with our Clients, Coachees and internal team. They are responsible for delivering service excellence and exceeding external and internal customer expectations through their superior delivery and co-ordination of Talking Talent's coaching programmes.

Strong administrative skills (incl. PowerPoint, Salesforce/CRM, Outlook, Excel) combined with confidence in owning written and telephone customer communication are a must to succeed in this role. Operating at the heart of our business, the COE will have people-centric team player values, an eye for detail and the ability to multi-task.

Relationship Management: Supporting Customer Coaching and Client Engagement

- Delivering exceptional service and support to external and internal stakeholders at all levels; including coachees (individuals participating in TT coaching services) and client contacts - external, TT coaches, TT Client Relationship Directors (CRDs) and - internal. The COE will manage a portfolio of client accounts from a service delivery perspective. They will respond to customer and coach queries, book coaching sessions, provide insights (often in PowerPoint format), get to know their client and work with the client relationship team to ensure the agreed customer touch points are adhered to.

- Accountable for the successful and first class service delivery of Talking Talent coaching programmes, they will be the first point of contact for individuals receiving coaching, delivering a prompt and responsive end to end user experience within given KPIs.
- Responsible for the overall day-to-day client operations and assisting with any high severity requests or issue escalations as required.
- With strong analytical and PowerPoint skills, responsible for supporting the creation of client facing materials for regular service review meetings, coaching insights and proposals to evaluate a client company's current coaching programme and future opportunities.
- Ability to identify and evaluate risks within a client portfolio (including booking errors, coaching progress, tracking client feedback, GDPR related concerns and inappropriate procedures) and ensuring business controls are in place to minimise exposure to risk.

Programme Co-ordination and Process Excellence

- Diary management of (lead) coaches, shared programme calendar for portfolio of clients.
- Driving the booking of all group coaching programmes, ensuring all coaching, promotional and feedback materials are provided as per process, ensuring all individual and group programmes stay on track and are completed within agreed timescales.
- Liaising with the Client/Client's assigned personnel regarding room bookings, equipment needed and logistics etc.
- Develop "flawless" delivery plans in partnership with the relevant CRD and Lead Coach, acting as the hub of knowledge throughout the project/programme to ensure delivery plans are on target.
- Responsible for managing and processing all new coaching referrals from their client portfolio. Keeping Salesforce database up to date in line with key processes, from coachee referral through to programme completion and archive. Ensuring all coachee information is up to date and assigned to the correct account.
- Maintaining regular contact with coaches and coachees to schedule, track attendance, deliver and feedback on all 121 coaching programmes.
- Coordinating all feedback and preparing initial draft of feedback reports to be shared with Client Relationship Director highlighting any key insights, low volume or quality concerns.
- Escalating feedback scores and any other customer concerns to the Head of Client Operations, where appropriate.

Delivering Logistical Excellence

- Preparing and finalising all content for coaching programmes, pre-work, sessions materials, diagnostics, stationery and any other programme requirements from master templates.
- Meeting /conference call/video conference and webinar coordination.
- Set up and provide basic trouble shooting support for webinars using company selected video conferencing platforms.
- Providing administrative support for our network of Associate Consultants (external coaches).

Projects & Reporting

- Produce relevant reports as required for coaches and internal meetings which may include:
 - Client reviews and coaching activity
 - Attendance tracking
 - Relevant management information gathered from employees and Associates
 - Client and Coachee feedback
- Participate and support ad hoc product and company-wide projects
- Participate and support ad hoc reporting

Office Management Support

- Providing wider support to the Talking Talent team, including administration support, answer phones, taking messages etc.
- Creating and editing documents for internal and external use.

The core responsibilities of the role are detailed above however it should be noted that they are subject to change in line with business/team evolution and there is a requirement to carry out ad-hoc projects for the business and team as and when required

Person Specification

We are looking for a proactive individual with a detail orientated approach who is used to multitasking, managing multiple diaries, customer relationships and managing confidential information. A computer literate 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. Other attributes will be:

- Excellent MS skills particularly Outlook (diary management), MS PowerPoint, Excel & Word
- Excellent written skills to assist in document preparation and e-mail communications
- Strong time management, administration, and organisational skills
- Be a self-motivated individual and a real team player with the empathy and drive to succeed and work autonomously when necessary
- Superb process, administration, and confident client interfacing skills
- Strong Salesforce/CRM system experience a preference
- Flexible approach to work with a can-do attitude
- Willingness to proactively take on new tasks
- Ability to use initiative, forward think and work under pressure
- A desire to find ways to continually improve the service delivered to coachees
- Experience of making prompt and practical business decision, even in times of ambiguity, considering various perspectives and taking responsibility for outcomes
- Ability to work to deadlines and manage conflicting priorities
- Remains calm under pressure and capable of thinking on their feet in a crisis
- Adaptable, flexible and open to learning