

JOB POST	
Division:	Global Business Shared Services
Team:	Client Relations & Business Services
Contract Type:	One Year Fixed-term (Maternity Cover)
Job Type:	Full-Time
Location:	Talking Talent Oxfordshire Office - Wallingford
Salary:	£22,000
Deadline:	21 <sup>st</sup> February 2019
<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>	

## Business Services Executive

### Scope of the Role

Based in our Oxfordshire Head Office aligned to our Client Relationship & Business Services Team, the Coaching and Business Services Executive is a key role in our organisation, managing relationships with our Coaches, Client Coachees and wider internal teams. 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.

Naturally strong multi skilled administrative skills and confidence communicating with individuals at all levels is a must to succeed in this role. Operating at the heart of our business, the Coaching and Business Services Executive will have people-centric values, strong interpersonal skills the ability to complete processes and tasks effectively to deadline with strong diary and administrative management capabilities.

### Responsibilities

#### **Coaching and Business Services Relationship Management**

- Delivering exceptional service and support to external stakeholders (Client Coachees) and internal stakeholders (Coaches, Client Relationship Executives and the wider Talking Talent team where appropriate). Acting as the key interface and first point of contact for all coachees and delivering a prompt and responsive seamless end to end user experience
- Developing "flawless" delivery plans in partnership with the relevant coach / Associate consultant and Client Relationship Executive
- Liaising with Client Relationship Executive throughout the project / programme to ensure delivery plans are on target
- Working closely with our Associate network when required for coaching programmes

#### **Programme Co-ordination and Process Excellence**

- Delivering the seamless end to end process of our coaching programmes for Coachees
- Responsible for managing our referrals 'in-box' and processing all new coaching referrals, putting them in the CRM database, scheduling coachees and contacting them with all relevant coaching information within and exceeding our KPIs
- Maintaining regular contact with coaches and coachees to schedule, track attendance, deliver and feedback on all coaching sessions
- Coordinating all feedback and preparing initial draft of feedback reports to be shared with Client Relationship Executive highlighting any key insights, low volume or quality

- Escalating feedback scores where appropriate to Head of Coaching/Coaching Director
- Communicating all necessary client related requirements to the Client Relationship Exec.
- Recording and reporting attendance
- End to end Administration of coaching programme diagnostics
- Administering and keeping CRM database up-to-date in line with key processes, from coachee referral through to programme completion and archive
- Responsible for ensuring all coachee information is up to date and assigned to the correct account
- Diary management of coaches, shared programme calendar
- Driving the booking of all coaching sessions, ensuring all coaching, promotional and feedback materials are provided and up to date and ensuring all individual and group programmes stay on track and are completed within agreed timescales
- Meeting / conference call / video conference and webinar coordination
- Set up and provide basic trouble shooting support for webinars using company selected video conferencing platform
- Providing administrative support for our network of Associate Consultants
- Liaising with Client Administrators / Coachee PA's regarding room bookings, equipment needed etc.

### ***Projects & Reporting***

- Produce relevant reports as required for coaches and internal meetings which may include:
  - Client and coaching activity
  - Attendance tracking
  - Relevant management information gathered from employees and Associates
  - Customer 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:

- Superb process, administration and confident client interfacing skills
- Excellent written skills to assist in document preparation and e-mail communications
- Be a self-motivated individual and a real team player with the empathy and drive to succeed and work autonomously when necessary
- Excellent time management, administration and organisational skills
- Excellent MS skills particularly Outlook (diary management), MS PowerPoint, Excel & Word

- Flexible approach to work with a can-do attitude
- Strong Salesforce/CRM system experience
- 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

## Apply

Please send your CV and cover letter to [careers@talking-talent.com](mailto:careers@talking-talent.com)