

EXTERNAL JOB POST	
Division:	Global Business Shared Services
Job Type:	Permanent
Job Status:	Full-time
Location:	Flexible – Office (Wallingford, Oxfordshire) and Home Working
Reporting to:	MD, Global Business Shared Services
<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>	

Head of Client Operations

The Company

Talking Talent 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

The core focus of this position is to deliver excellence in 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 Business 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.

The Head of Client Operations will ensure that during a time of sustained growth, we continue to deliver coaching excellence to all our clients. The role operates at the heart of the business 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. Displaying an enthusiastic approach to providing exceptional service to meet our customers' business needs they will need the personal gravitas to engage at all levels of our clients' business. Heading a seamless client transition from sales to coaching delivery.

Business Services Team Management and Global Co-ordination

- Provide leadership and direction to achieve excellent customer service experience for our clients and foster a positive, strong and supportive team culture
- Set the overall direction, priorities and development of the team
- Globally aligning with peers ensuring external client facing support to Talking Talent clients remains at the core of our service excellence

- Direct and support the team to meet chargeability targets wherever possible, escalating any issues or barriers
- Oversee the allocation of client accounts, coaching support and adjust workloads where appropriate
- Provide direct line management for the Business Services team, including appraisals, development and mentoring. Provide support to the Client Relationship team dealing with the escalation of any client delivery challenges
- 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
- A fantastic team player – who people love to work with, from the local and global teams, internal coaches, associates clients and partner organisations

Continuous Business Services Improvement

- Working closely with senior members of the Global Shared Services, Client Relationship and New Business verticals to challenge the status quo, contribute, deliver and maintain the client and business services strategy, resourcing appropriately
- Focus on continuous improvement by uncovering product delivery challenges and developing solutions that benefit all elements of the process and provide excellence in delivering across Talking Talents product offering
- Perform regular re-assessment of all client processes and provide input / recommendations to other department heads (Marketing, Digital, Finance etc) to establish a culture of continuous client experience improvement
- Responsible for the project management and coordination of end to end programme feedback, creating and enhancing process, collation and reporting across the business. Escalating and sharing negative and positive feedback as appropriate
- Strategically managing partner relationships that enhance the delivery of coaching and business services (programme diagnostics, printed materials), regularly reviewing volumes and looking at options for reduced expenditure and ROI for clients
- Overseeing the management of our Associate Coaching Team, reviewing the recruitment, onboarding and individual feedback. Working with Learning and Development Executive to create an associate team operating as an extension to and enhancing our employed team

Commercials & Reporting

- 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 coaching delivery and client related activity
- Providing analysis tracking ROI of business services team initiatives to drive efficiency and productivity
- Communicate clearly the progress of monthly / quarterly coaching initiatives to internal and external stakeholders
- Forecast and track key business metrics (coaching sessions to achieve projected budgets, targeted referrals, chargeability), use CRM tool to record all client related activity

Client Delivery and Growth

- Project managing a seamless client transition from sales to coaching delivery. 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

- Collaborate with sales teams / Client Directors / Marketing to support the preparation of complex bids / solutions, ensuring required infrastructure is in place to deliver planned solutions
- Look for opportunities to maximise chargeability and increase referrals to increase commercial return
- Overall responsibility, providing direction to the Business services team for allocating internal and associate resource to client projects
- Managing the escalation of all matters specific to the delivery of services to Talking Talents' clients and the interface with the Client Relationship Team
- Maintain visibility and open communication with supporting Talking Talent internal functions, based in Oxfordshire, to help deliver the strategy for smooth programme management for existing and brand-new client relationships

Person Specification

- At least 5 years' experience in a similar role (ideally but not restrictive to a coaching/ training business)
- Strong people management and communication skills
- Clear success in managing and mentoring a delivery 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
- Project management skills to support in the rollout of large-scale deliverables
- Pragmatic approach to change, agile and adaptable
- CRM experience, Salesforce expertise an advantage
- Strong analytical skills and the ability to summarise data into MI
- Hands on approach and solutions-based thinking
- Highly organised and excellent attention to detail with a passion to deliver excellent client centric service
- Demonstrates energy, flexibility, creativity, and being a team player
- Strong MS Office skills