

Job Description

Job Title:	Client Operations Executive
Department:	Professional Development
Location:	Home and office based (Manchester)
Contract type:	Full time and permanent
Hours of work:	37.5 hours per week
Reporting to:	Senior PD Programmes Operations Manager

Job Purpose

The Client Operations Executive plays a crucial role in both the set up and administration of all B2B related process. Collaborating closely with various stakeholders across the organisation, you will be instrumental in guaranteeing the accurate setup of programmes and the timely execution of all administrative and communication tasks. The Client Operations Executive contributes to the seamless delivery of PD's B2B programmes and the overall success of our division and organisation.

You'll be joining a fantastic team that thrives on collaboration and celebrates success together. With a positive and supportive work environment, you'll have all the resources and training you need to excel in your role. If you love the buzz of a fast-paced environment, this role is tailor-made for you!

Key Responsibilities:

Programme Administration:

- Process bookings and manage client contracts to ensure compliance with agreed-upon terms and conditions.
- Ensure the accurate and timely execution of all B2B-related processes while adhering to established procedures and meeting SLAs.
- Support the online team with the set up B2B asynchronous content and meeting client requirements.
- Keeping calendar reminders and wall planners current with the specific needs of each client. • Maintain accurate and timely record keeping of delegate records, attendance and other associated tasks.

Client Communication and Coordination

- Respond to telephone calls offering information to clients and resolving inquiries.
- Provide support for the Key Client mailbox sending pre-scheduled joining instructions and reminders via email.
- Generating and distributing certificates.
- Generating client invoices and overseeing associated expenses.
- Generate reports and provide them to clients in accordance with our agreement.

Relationship Management:

- Cultivate and maintain strong, lasting client relationships by consistently engaging in communication and offering support.
- Collaborate closely with various stakeholders throughout the organisation, including training solution managers, presenters, client service, online, and programme teams.

Skills, experience & qualifications required – Essential

- Self-motivated and approaches problem-solving proactively and creatively.
- Strong organisational and time management skills and takes ownership of workload.
- Maintains a consistently high level of accuracy and exceptional attention to detail.
- Communicates clearly and professionally, both verbally and in writing.
- Displays proficiency in Microsoft Office packages, including Word, Excel, Outlook, and 365.
- Works effectively within a team and embraces collaboration.
- Can establish and cultivate robust relationships with essential stakeholders.
- Works independently with minimal daily supervision.
- Adopts an agile mindset and readily adapts to last-minute changes.

Skills, experience & qualifications required – Desirable

- Prior experience in an educational environment.
- Exhibits a sound understanding of BPP's product offerings.
- Experience in an operational environment.