Client Services Coordinator

Responsible to

Head of Client Services

Department

Commercial

Location

hybrid, with three days per week in our Nottingham office and two days working from home, pro rata.

Job Description:

We are delighted to be hiring for a Client Services Coordinator to join a successful and growing team for a training provider that’s achieving great things whilst supporting a healthy work-life balance.

Buttercups Training works to support the provision of world class healthcare training provision in primary and secondary care, predominantly pharmacy services, throughout the UK. We do this by providing engaging e-learning packages via our online learning platform to ensure that learning is efficient and fun, whilst providing the tools required for a long and successful career for our learners. Our Client Services Team ensures that the employers of our learners see the benefit of our services in their organisations.

We are looking for talented people to help us make these organisations even more successful and you will be involved in supporting our clients with a range of enquiries, building relationships and supporting the Buttercups Training Client Services Team. The Client Services Coordinator is an indispensable member of the team and is a first point of contact for clients when contacting Buttercups.

If you are passionate about offering exemplary client service, efficiency and time management and would like to work for a fast-growing accredited training provider, then read on…

What’s involved in this position?:

As a Client Services Coordinator, you will be expected to act as part of the Client Services Team and take responsibility for accurate, timely response and resolution to enquiries from our clients. You will work with a variety of people, including colleagues, managers and external clients. As part of your day-to-day role, you will be expected to:

* Respond promptly to enquiries from clients and other teams within Buttercups
* Work closely with the other teams at Buttercups to facilitate a smooth enrolment onto and delivery of training for our clients’ learners
* Engage with client head office teams to support training and development strategies
* Organise and attend client and external stakeholder meetings and events
* Prepare complex data (Excel) reports

Person Specification

**What experience you’ll need**

Applicants must have previous experience managing customer accounts and providing service to customers, clients and/or patients. Applicants should have good overall IT skills and proficiency using the Microsoft Office suite, in particular Microsoft Excel. A high level of accuracy, keen attention to detail and the ability to retain new information quickly will be key attributes in the successful applicant. Excellent verbal and written communication skills will also be essential to the role. Applicants must be able to prioritise their workload and be able to manage multiple tasks and meet deadlines.

Knowledge of the Pharmacy, Education and Training Sector is not essential as full training will be provided as part of the induction process, but experience working in the pharmacy sector would be desirable.

Applicants are advised that a positive, can-do attitude is an essential part of organisational culture at Buttercups Training.