

Job Title	Client Relationship Manager
Department	Law School
Location	Home and office based as required
Reporting To	Client Relationship Manager – Team Lead
Travel Requirements	As required
Contract type	Permanent, full time or fractional

Role summary and purpose

Proactively developing excellent relationships with key employers to ensure retention. Achieving ‘trusted advisor’ status with key employers.

Working closely with internal stakeholders, the CRM will play key role in ensuring that sponsored learner and apprentice experience in the Law School is positive. The CRM will act as the key point of contact between BPP and the employer, working closely with the Senior CRM, Team Lead and Client Services Director to ensure service and delivery requirements are met.

Key responsibilities of CRM

- Develop and maintain strong employer relationships through regular and structured contact that will include meetings (face-to-face/online) and telephone/email communications
- Supporting new employers and their learners
- Frequent travel and presence at external employer events and meetings
- Produce employer-facing results and provide associated data analysis for employers
- Report on learner progression
- Ensuring employer KPI and SLAs are adhered to
- Supporting BPP’s Account Developers, Commercial Directors, the Head of Client Development and the Director of Client Partnerships to identify cross-selling opportunities of non-Law School products and programmes with existing employers
- Working with Senior CRM, Team Lead and other internal stakeholders to implement efficient onboarding and operational processes to ensure a positive employer and learner experience
- Assist in creating and delivering on employer communications plans to include drafting updates on programme structures/enhancements, key dates and regulatory changes
- To undertake any other activities requested by the management team

Skills, experience and qualifications required - Essential

Passionate about providing excellent service to the Law School’s employers, adopting a positive approach to dealing with people

A proven track record of managing and developing successful relationships with employers

Industry knowledge/understanding/experience

Experience in working with demanding clients and under tight deadlines

Post graduate and/or Apprenticeship knowledge/experience

Project management skills, managing complex activities to tight deadlines

Excellent communication skills: verbal and written

Excellent planning skills, able to create high level & detailed plans

Excellent negotiating skills, being able to influence

Good working knowledge of Microsoft Office

Ability to use data, analyse data and visualise data to produce data-led presentations and reports to employers

Ability to operate within data protection guidelines and ensure employer confidentiality is maintained at all times

Ability to cope with conflicting demands and to prioritise tasks

Experience of working to KPIs and SLAs in a commercial environment

The successful candidate may be required to undergo a credit check and a basic DBS check.

Skills, experience and qualifications required - Desirable

Knowledge of BPP Group programmes and products

Knowledge of existing BPP Group processes and central teams

Experience within the education/training sector would be preferred but not essential