



JOB TITLE: Client Operations Manager

DEPARTMENT/TEAM: Client Management

LOCATION: London

POSITION: Full Time, Permanent

REPORTS TO: Head of Client Operations

STAKEHOLDERS:

External - Clients, Institutes, students.

Internal – Client Services Director, Head of Client Operations, Account Strategic Lead, Account Manager, Client Services, Lead Tutors and Heads of Programmes, Sales Managers

JOB PURPOSE

This role is an exciting opportunity to join the BPP Commercial team as Client Service Operations Manager for one of our largest managed clients in the accountancy and audit industry.

Working closely with key internal departments and externally with the client/institutes, the Client Operations Manager be responsible for ensuring the accounts run successfully, retaining and developing the client relationship and ensuring all contractual and non-contractual service and operational delivery elements are met. You will be responsible for a service and operations team, and will act as the single point of contact for the client on service and operational matters.

PRINCIPAL JOB ELEMENTS AND RESPONSIBILITIES

Client Management:

- Manage activity within designated accounts and to act as the main point of escalation for any issues that may arise
- Responsible for liaising, on a cyclical basis, with the clients' training managers to identify number, type, location of courses required within programmes. This could be a mixture of client only and public courses
- Prepare & conduct regular client/account reviews internally and externally
- Responsible for preparing analyses of results (course exam, pass rates) and communicating to clients an overview of key trends and variances
- Co-ordinate reporting and feedback for clients on student activity as per the contract
- Confirm content of course confirmation and joining instruction information each year with client
- Liaise with client to confirm course numbers/bookings for each year
- Work to continually improve the service provided to client, students and apprentices

Manage a Client Service Team which is responsible for the delivery of all contractual service and operations. Items including but not limited to:

- Ensuring efficient and effective administration as per the client contract:

- Room allocations
- Material procurement
- Computer Based Examination process
- Course bookings
- Course reporting
- Invoicing

Account Management:

- Providing budget information to local centres as requested
- Liaising with all internal departments to ensure that everything is in place to ensure the end to end programme logistics run smoothly and on time
- Working with faculty to review scheduled tutors and ensure consistency on programmes
- Working with Heads of Programme to discuss and confirm any changes to the educational programme and feeding this back to the client on a timely basis
- Working with the Lead Tutors to confirm interventions required for students
- Acting as the main point of contact for the internal Client Service Team, ensuring they are kept up to date with client activity
- Advising internal stakeholders on all features and benefits of the programmes (excluding educational advice)
- Managing all complaint escalations according to complaints procedure.

SKILLS, KNOWLEDGE AND QUALIFICATIONS

Essential Skills

- Ability to manage complex service and operational activity in a client/customer facing role
- Management/supervisory level experience
- Experience of managing KPIs and SLAs in a commercial environment
- High level of organisational skills, including ability to manage 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 outside of line management structure
- Experience of managing client and internal stakeholder relationships
- Ability to analyse data and communicate key information
- Proven track record of managing change, both personally and supporting others
- Proactive and professional attitude to work
- Good working knowledge of Microsoft Office

Desirable Skills

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

The successful candidate will be required to undergo an enhanced DBS check and a credit check