

**BPP Job Description**

**Job Title** Client Support Coordinator

**Department Client Services**

**Location Manchester St James**

**Additional details** hybrid contract 50% home and 50% office based

**Travel requirements (if applicable)**

**Contract type Full time and permanent**

**Hours of work** 37.5

**Reporting lines** Line manager: Account Developer

**Job Purpose**

This role is an exciting opportunity for a proactive self-starter with a passion for delivering an excellent client experience. This role will support BPP’s Account Managers to service BPP’s growing clients across a number of programmes and products in line with defined Service Level Agreements and Key Performance Indicators.

**Key Responsibilities**

* Deliver an excellent client experience for account managed clients
* Coordinate responses to queries received from Account Managers by liaising with the appropriate BPP business area (e.g. Schools, operational teams, service teams etc.)
* Support the Account Managers to resolve client issues through thorough investigation with the relevant business area and driving positive remedial action and long term improvements
* Supporting Account Managers with the end to end student and client journey including but not limited to onboarding new apprentices, learner progress reporting, on programme queries and operations
* Work towards internal and client service level agreements and key performance indicators (e.g. response times, reporting deadlines etc.)
* Preparation for external client meetings including but not limited to documents, slides, reports, data analysis

**Skills, experience & qualifications required - Essential**

* Experience working in a large, complex organisation
* Excellent written and verbal communication, proactive in picking up the phone and writing comprehensive, clear emails
* Ability to effectively build and manage internal stakeholder relationships at varying levels of seniority, promptly responding to queries, ensuring expectations are managed and delivered upon
* Ability to learn and retain complex information quickly
* Excellent organisational and time management skills – ability to prioritise and multi task
* Experience managing complex activity to tight deadlines
* Ability to create and maintain accurate/accessible and organised documentation
* Experience handling complaints and problem solving
* Experience in working to Service Level Agreements and Key Performance Indicators
* Ability to use email, internet applications, MS Windows operating system, including Excel, PowerBI and tracking tools to support this role
* Ability to apply numerical skills to analyse and interpret data in order to take decisive action, thinking critically and checking for errors/anomalies
* Passionate about client service with a positive approach to dealing with people – customer focussed mindset
* Proactive, highly motivated, resilient and adaptable to change, as the company and industry in which they are based is very fast paced and competitive
* Ability to work independently and excellent approach to team working

**Skills, experience & qualifications required - Desirable**

* Previous training/education industry experience