

Job Title:

- Corporate Customer Service Manager (Apprenticeship & Work Based Learning)

Responsible to:

- Senior Corporate Customer Service Manager

Responsible for:

- Corporate Account Managers

Job Purpose:

- To manage an allocation of customers to protect and grow their business with Highfield in line with targets set.
- To lead and develop a team of CAMs allocated to Highfield Corporate Accounts.
- To ensure KPI's and reports meet the required standard and are delivered within an agreed timescale.
- To engage with allocated Centres to maintain the highest levels of customer service and support.
- To promote the Highfield values with emphasis on Integrity and Customer Service
- Offer an end to end service that meets the needs of all clients.

Skills and Experience

- The ability to deliver excellent Customer Service and proactively engage with customers to identify potential and actual issues and implement effective solutions
- Demonstrable communication, influencing, negotiation and relationship management skills
- Ability to motivate, manage, lead and develop a team to maximise individual and collective effectiveness
- Utilise technology to drive efficiency in the role
- Ability to work under pressure and on own initiative to drive customer spend and meet targets set
- Knowledge and understanding of Work Based Learning
- Extensive Account Management experience
- Hold a full, clean driving licence and is prepared to travel
- Demonstrably crave a challenging yet rewarding environment to work in.

Duties and Responsibilities

- To work with the Senior Corporate Customer Service Manager to maintain and grow each customer account spend with Highfield in line with our strategy. Track and report on revenue protected and growth opportunities secured.
- Work closely with your clients so that their strengths, weaknesses, challenges and strategic direction are well known and understood. Use and develop sector knowledge to identify suitable opportunities.
- Support your team to achieve individual development plans equipping them to independently provide direct customer support and secure business growth.
- Drive improvements in Highfield processes to maintain a continuous improvement in your clients' customer experience with Highfield
- Recognise the product and industry knowledge requirements within your team and drive improvements so that your clients receive the best possible advice with regards to Highfield solutions
- Appropriately match support material and any other Highfield product and qualification to your clients' business needs
- Ensure own and the team customer service is exemplary at all times.
- Establish and maintain strong working relationships with clients to ensure repeat business
- Adhere to all internal processes and procedures required to deliver business services
- Complete accurate contractual and operational documentation from allocated Centres to ensure all internal staff are aware of bespoke customer arrangements to enable smooth service delivery
- To fully adopt, adhere to and embed the company's equal opportunity policy, ensuring that all learners, colleagues and customers are treated fairly and impartially, showing respect for all
- To represent the company in a professional manner at all times
- Attend trade and promotional events delivering presentations where required
- Required to travel and stay overnight where appropriate
- Any other duties as deemed necessary by the line manager

Post Holder's Obligations

- To carry out their duties having full regards for 'The Highfield Way of Working' (please see below)
- To carry out their duties in accordance with the Highfield Diversity and Equality policy and in compliance with the Health and Safety at Work Act 1974 and any subsequent and relevant Health & Safety legislation
- The timely and professional dealing with general enquiries in writing, by email or over the telephone including the taking of messages and the accurate recording of and, if necessary, the dissemination of all relevant information.
- To competently use all office equipment and relevant software programs including Microsoft Office (Word, Excel, PowerPoint, Outlook), HABC web database and ACT.
- These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other reasonable duties and responsibilities without changing the general character of the post.

The Highfield Way of Working

- Think customer
- Be passionate about our products and services
- Be a team player
- Accept responsibility for your actions
- Be enthusiastic, honest and confident
- Listen and learn and respect confidentiality
- Be loyal and committed to the Company and your future within the Company; and
- To respect all members of the team

Highfield's commitment to you:

- To build on your strengths and develop your skills
- To recognise the value of your contribution
- To respect the balance between life and work
- To maintain confidentiality
- To provide excellent working conditions
- To reward loyalty, commitment, innovation and outstanding performance