

# Client Services Administrator

## £18K - £20K P.A. PLUS BENEFITS

### THE COMPANY

Talking Talent is a leading executive coaching consultancy that delivers bespoke solutions to blue chip clients in the UK, Europe, Asia and the United States. We specialise in developing and optimising female talent to create valued career progression and commercial benefit.

The office is based near Oxford with the majority of our clients based in London. Talking Talent also works out of the USA and delivers work with clients in Europe and Asia. There are currently a team of 35 core individuals and a pool of associates. Our clients are mainly FTSE 250 organisations and include major law firms, financial services businesses, telecommunications, professional services, media, FMCG, etc.

We are a dynamic, growing business looking to expand our team. See our website: [www.talking-talent.com](http://www.talking-talent.com)

### THE ROLE

This is an administration role for someone with strong experience of dealing with administration and diary management. Working from our Oxfordshire office, liaising with Talking Talent directors and clients. The role operates at the heart of the consultancy and offers the right candidate an opportunity to understand the Talking Talent business as a platform for potential future growth.

- Manage multiple diaries for Talking Talent Associates and Directors
- Perform all administrative tasks in relation to booking training, coaching and business development for Talking Talent client accounts including:
  - Maintaining regular contact with coaches
  - Communicating all necessary requirements to the Client Service Executive
  - Following the internal process for maternity and executive coaching from beginning to end
  - Keeping database up to date
  - Collating and inputting feedback
- Maintain our CRM database, ensuring tasks are completed on a daily basis and that the relevant coachees have been contacted on time.
- Input of coaching feedback and escalation of common themes to Client Services Executive
- Produce relevant reports as required for clients and internal meetings to include:
  - Client activity
  - Relevant management information gathered from employees and associates
  - Escalating Customer feedback
- Provide full administrative support to the Client Services Team
- Set up and provide basic trouble shooting support for webinars using WebEx (Training provided)
- Provide Office Management support:
  - Answering the telephone, taking messages and transferring calls
  - Creating and editing documents for internal and external use

- General office duties to ensure the smooth running of the office
- Work closely with the Marketing & Finance team in relation to client accounts
- Involvement in Company projects and assisting with administration and project duties

### **Key competencies for Client Services Administrator**

- Excellent MS skills particularly Outlook (diary management), MS PowerPoint, Excel and Word
- Experience of Salesforce or CRM system preferable
- First class organisational and administration skills
- Highly organised and excellent attention to detail
- Ability to work to deadlines and conflicting priorities
- Adaptable, flexible and open to learning

### **THE PACKAGE**

- £18k - £20k p.a.
- 25 days holiday per annum
- Min 2yrs experience in equivalent/similar roles
- Educated to A-level/Graduate
- Permanent Full Time
- Office located in Oxfordshire
- Pension scheme

### **APPLY**

Please send your CV and cover letter to [careers@talking-talent.com](mailto:careers@talking-talent.com).