

Role Specification

Job Title: Customer services coordinator

Reports to: Membership manager

Date: July 2022

Job Purpose

The purpose of this role is to support the Business Development team in providing excellent customer service to our key accounts and new business partners with the ultimate goal of increasing membership, education and Payroll Assurance Scheme sales and retention.

Dimensions:

- Promote sales across all Institute services through effective communication and customer service and is responsible for developing and maintaining new business opportunities
- The job holder is responsible for maintaining and updating the customer and prospect database held within the organisation
- The job holder will deal with customers of the Chartered Institute, including members, students and corporate clients
- The job holder plays a pivotal role in new business recruitment, engagement and retention through delivery of effective and efficient administration
- Provide support to the membership manager to support the Institute's growth objectives for the Payroll Assurance Scheme

Principal accountabilities:

- Promote excellent customer service to all CIPP business departments through effective communications and attention to detail
- The execution all communications for the Payroll Assurance Scheme and consultancy, including but not limited to:
 - Creating and writing email and online communications
 - Distribution of engagement and renewal communications
 - Proofreading communications to ensure professionalism and consistency of message in line with communication and branding guidelines
 - Updating templates and communications when information changes and ensuring all internal and external stakeholders are informed
- To handle email enquiries received through the website, email and inbound phone calls, and respond accordingly in a timely manner; ensuring that they are logged correctly in the database
- Maintain accurate client records, updating when necessary and using the CRM to ensure business continuity
- Building and maintaining relationships with organisations for bulk memberships
- All Payroll Assurance Scheme and consultancy administration from registration, through to renewals, raising invoices, payment collection (by online, cheque, credit card) and reconciliation (working with finance)
- Raising and issue of purchase orders and invoices
- To attend CIPP member and external events including acquisition and conversion of new members and key accounts
- To participate as necessary in other tasks as required to assist the CIPP in its strategic objectives

This post holder will be required to travel and spend nights away from home to support events.

The above principal accountabilities are to be carried out within pre-determined budget constraint, timescales and quality standards.

Job context:

- The role is integral to the business development function within CIPP and future growth of the Institute and providing an excellent customer service to all customers

What drives the role?

- The role is not stand alone, but is part of a ‘one team’ culture but the post holder must be able to organise their own workload to meet requirements of the business
- Accuracy and attention to detail is essential to maintain the image of the Institute
- As the role encompasses differing responsibilities, the post holder must organise their workload to meet the pace of requirements often working and delivering to concurrent and conflicting deadlines

Nature and Scope of Working Relationships

- Integration with other business areas is key to successful working at the Institute – which requires a high degree of communication skills with peers and managers to be exhibited by the job holder
- The job holder will work closely with and communicate with colleagues, managers, directors, members and all stakeholders
- Key internal stakeholders:
 - Directors
 - Marketing team
 - IT department
 - Finance team
 - Sales team

Particular challenge

The main challenge is to provide a constant professional image for the organisation and to meet all deadlines to time and quality.

Key skills, knowledge and attributes

- Excellent organisational skills
- Ability to work under pressure and achieve deadlines is essential
- Attention to detail
- Excellent written and verbal communication skills
- Confident telephone manner
- IT literate to a high standard
- Committed to delivering excellent customer service
- User familiarity with membership-based CRM systems is essential
- Experience with email distribution software is useful but not essential

Terms and conditions

Salary	TBC (depending on experience)
Working week	37 hours (full time)
Annual leave	25 days per annum (plus bank holidays)
Pension	Group Personal Pension Scheme available
Healthcare	Healthcare and cash plan schemes available
Location	Office-based, in Solihull

Our People Perks

- ✓ Hybrid working
- ✓ Pension enrolment from first day of service
- ✓ Private Medical Insurance and Cash Plan Schemes provided
- ✓ Option to buy or sell annual leave days
- ✓ Employee Assistance Programme
- ✓ Mental Health Hub
- ✓ Benefits hub, discounts across a broad range of partners
- ✓ Early Fridays, finish half an hour early every Friday
- ✓ Extra day off over the annual festive period
- ✓ 1 paid volunteer day per year to give something back to the community
- ✓ Plus many more

Recruitment process

Those who wish to be considered should submit a CV and a cover letter explaining why they are interested in the role and what they will bring to it, by email to dawn.baxter@cipp.org.uk no later than 5 August 2022.

The CIPP is an equal opportunity employer who seeks to recruit and appoint the best available person for a job regardless of marital/civil partnership status, sex (including pregnancy), age, religion, belief, race, nationality and ethnic or national origin, colour, sexual orientation or disability.