

Client Delivery Advisor

Team: Client and Community Delivery

Responsible to: Client Delivery Team Lead

Location: MHFA England central office and home working

Overall purpose of the role

Our Client and Community Delivery team aims to drive and develop new and existing business relationships to contribute to our impact and financial objectives and deliver customer satisfaction, advocacy and loyalty whilst delivering exemplary customer service to all our clients. A critical aspect to this is ensuring all the administration required from point of enquiry through to delivery is carried out accurately whilst meeting key deadlines.

Working closely with our Client Development Consultants and Client Delivery Consultants, you will support different aspects of the client journey and support with relevant processes including distribution of enquiries, keeping our in-house systems updated and matching Associates to deliveries. Ensuring all administration relating to the these processes are completed effectively and within deadlines set.

Key Responsibilities

1. Record new enquiries, booking information, material orders and feedback on the CRM system.
2. Monitor the workplace and community inbox, answering queries and allocating enquiries to appropriate Development or Delivery Consultant.
3. Monitor Client and Associate phone calls, answering queries and escalating where appropriate.
4. Order and track training materials for each delivery, collaborating with Supply Team and supporting material queries.

5. Co-ordinate the booking and delivery for our promo courses.
6. Schedule Associates and match with each Client booking.
7. Co-ordinate Client follow up calls for booking queries, feedback and booking confirmations.
8. Compile Associate biographies and contracts.
9. Assist with the completion of Supplier Forms.
10. Co-ordinate feedback reports for clients using relevant data from the CRM.
11. Distribute data for weekly sales and impact reports.

Collaboration and connectivity.

12. Collaborate across the Client and Community Delivery team to ensure delivery of goals: whilst contributing to the wider delivery of the Directorate's strategic goals.
13. Facilitate positive relationships with other teams and work with peers across the team to support overall delivery.
14. Contribute to the overall delivery of the work of the directorate as well as the goals of MHFA England.
15. Ensure that good practice, policy and brand guidelines are adhered to.
16. Contribute to relevant workshops related to Client and Community Delivery process improvement.

Person specification

The essential requirements of the role will form the criteria for short listing and selection. Desirable characteristics may support decisions to fine tune shortlisting where there is a 'tie break'. You do not have to identify every skill or all knowledge that will enable the person to be successful.

	Essential	Desirable
Experience / Qualifications	<ul style="list-style-type: none"> • Experience in a busy office environment delivering high quality administrative support • Experience in a customer focused role and managing email and phone enquiries. • Experience of managing administrative processes on a CRM System. • Experience working as an effective team member. 	<ul style="list-style-type: none"> • Previous experience of being a member of an administration team in a training delivery business • Mental Health First Aider
Knowledge	<ul style="list-style-type: none"> • Understand the importance of accurate work • Understand the importance of giving all stakeholders an exceptional experience 	<ul style="list-style-type: none"> • Knowledge of Dynamics • Any experience of mental health and/ or wellbeing in relation to services, community or workplaces • Knowledge of mental health
Skills/ Abilities	<ul style="list-style-type: none"> • Excellent Customer Service skills • Works collaboratively • Build healthy relationships with different stakeholders • Co-ordination of different tasks to achieve a goal. 	<ul style="list-style-type: none"> • Ability to manage competing deadlines. • Ability to manage and prioritise own workload
Competencies	<ul style="list-style-type: none"> • Manage competing priorities • Great communication skills both orally and written • Works effectively in a team and on their own. 	



	Essential	Desirable
	<ul style="list-style-type: none">• Proactive in asking for clarification or seeking out new ways to improve efficiency in processes.• Able to identify connections between different pieces of work and highlight potential trends.	
Core Beliefs	<p>At MHFA England we would like for all applicants and staff members to hold shared fundamental beliefs such as:</p> <ul style="list-style-type: none">• Equal opportunities for all• Working collaboratively instead of siloed• Ability to learn and grow – taking on new ideas• Compassion and empathy	



MHFA England

Living our values	Making good decisions to deliver strong results	Effective engagement and communication	Building healthy relationships and a sense of belonging	Learning from our mistakes and successes
<ul style="list-style-type: none"> ➤ Inspires others through passion for their work and role models culture values behaviours ➤ Is authentic, brings whole self to work and encourages others to do the same ➤ Actively champions and advocates mental health and wellbeing, diversity and inclusion 	<ul style="list-style-type: none"> ➤ Plans and organises own time and resources to meet deadlines ➤ Effectively adjusts priorities as circumstances change ➤ Makes effective judgements and escalates decisions when needed 	<ul style="list-style-type: none"> ➤ Is approachable, clear and professional ➤ Proactively shares knowledge and information 	<ul style="list-style-type: none"> ➤ Actively offers support to colleagues and asks for help when needed ➤ Effectively manages the expectations of others ➤ Builds relationships with team members and peers across the organisation 	<ul style="list-style-type: none"> ➤ Proactively seeks to learn and enhance own development ➤ Effectively gives and receives feedback, building awareness of own strengths and development areas ➤ Embraces change and demonstrates flexibility in adapting to it