



Client Service Advisor

Location: Universal Square, Manchester

Grade: K2

Reports to: Client Services Manager

Key stakeholders: Client Solutions, Student Services, Student Experience

Who we are & what we stand for

As a leading provider of apprenticeships and accountancy, tax, finance, and banking courses we are here to make a difference to every learner and inspire them to succeed. It's why we exist, it drives everything we do, and it's something we care about more than anyone. We are an inspirational educator, and each of us plays a role in creating success for our learners and for ourselves.

We are part of the Kaplan group, one of the world's largest and most diverse education and assessment providers. We operate in over 30 countries and maintain relationships and partnerships with more than 1,000 school districts, colleges and universities, professional bodies and over 10,000 businesses. Our vast breadth and scope in terms of both capabilities and assets sets us apart.

As an employer, we work hard to make sure this a great place where everyone has an opportunity to succeed, regardless of sex, race, disability, age, sexual orientation, gender identity, religion or other belief, marital status, pregnancy or parenthood. If you require any adjustments, or additional support within the recruitment process, please contact us directly and we'll do our best to help.

To view our candidate privacy notice [click here](#).

How you'll help us succeed

As the voice of Kaplan, you will be part of a team who build and maintain strong relationships with clients, offering support and guidance throughout their students' journeys.



Relationship management

- Ensure effective communication between the Client & Kaplan functions
- Capture clients' course requirements and check availability against national course schedules
- Be responsive to client requests and meet their day-to-day operational needs
- Share client feedback with your Manager

Service delivery

- Prioritise activities across all accounts to ensure smooth delivery
- Suggest service and delivery improvements to support in Client Services achieving its KPIs
- Identify where there is a need to review systems and processes
- Suggest service delivery procedural failures to the Client Services Manager to help drive continuous improvement
- Effectively resolve complaints and prevent reoccurrence of similar issues
- Capture service delivery issues and work with the Client Services Manager, Client and the operational functions to resolve
- Complete accurately and on a timely basis activities such as sending of joining instructions, enrolments, CBE bookings and resolution of client queries
- Support clients with any queries related to basic activities such as sending of joining instructions, enrolments and CBE bookings.
- Inform Client Services Manager of client account activity
- Make Client Services Manager aware of training suggestions to ensure high levels of delivery are maintained

Reporting

- Capture and input client/student data into Kaplan systems, ensuring accuracy and that data protection guidelines are adhered to
- Generate client reports based on student performance and progress
- Report client complaints to Seniors and Managers to support with continuous improvement



You'll also carry out other duties, within the broad scope and spirit of your role, as requested by your manager. Our business is continuously evolving, so your job description will evolve too.

Possible Additional Responsibilities

- Act as the designated point of contact for some of Kaplan's clients
- Manage of own KPI responsibilities and consistently meet targets

What you might be doing now

Your current role, or recent roles, may be:

- Student Service Advisor
- Student Experience Officer
- Any entry level service role in another organisation

What you'll bring

- Client focused experience
- Very Good communication skills
- Experience of working in a dynamic environment
- Target & results driven
- Ability to build rapport
- Attention to detail
- Comfortable taking accountability
- Tenacity to resolve issues as they arise
- Strong team player
- Knowledge of industry is desirable

What you can expect

A competitive salary & clear pay structures, progression paths, and a comprehensive benefits package. You'll be joining a great place, driven by a shared purpose, where everyone can succeed and build a brighter future together.

How you can progress



From this role, your potential routes for progression include:

- Lead Client Services Advisor
- Senior Client Services Officer
- Client Services Manager