A person smiling with her hair pulled back

Description automatically generated**A black background with a black square

Description automatically generated with medium confidence**

**WE**

**LOCATION:**

Hertford

**WORKING HOURS:**

Monday to Friday, 37.5 hours per week

**DAY RATE:**

Up to £26,500

**OTHER BENEFITS:**

Accelerator Bonus, Life Assurance, Reward Hub, Discounts, Aviva Pension, Samsung/HP Discounts, Company Sick Pay.

**CONTACT TYPE:**

Permanent

**REPORTING IN TO:**

Client Operations Team Leader

Client Operations Specialist

**WE’RE LOOKING FOR**

**YOU**

**NEED**

**WE’RE LOOKING FOR AN ORGANISED INVIDIUAL**

As a **Client Operations Specialist**, you will play a key role in ensuring the smooth delivery of client-related operational services. This includes managing travel and accommodation requests, coordinating events and campaigns, administering assets and goods, and supporting new starter onboarding. Acting as a point of contact for operational queries, you will provide efficient, accurate, and professional support to both clients and internal teams.

This is a dynamic role that requires strong organisational skills, attention to detail, and a commitment to excellent customer service.

**TO MAKE A REAL DIFFERENCE IN THESE AREAS**

**CLIENT & TEAM SUPPORT**

* Deliver timely and accurate handling of all clients operational requests, including travel, accommodation, meeting rooms, and overseas bookings.
* Ensure client service requests are completed within agreed Service Level Agreements (SLAs).
* Support client campaigns and events with bookings, logistics, and operational changes.
* Provide onboarding support for new starters, including uniforms, assets, business cards, and other requirements.

**ADMINISTRATION & PROCESS MANAGEMENT**

* Manage the full lifecycle of company and client assets: purchasing, tracking, storage, distribution, and administration.
* Raise and manage purchase orders, ensuring compliance with company and client budgets.
* Maintain accurate records and reports for operational activities.
* Support continuous improvement by identifying and implementing process efficiencies.

**COMMUNICATION & RELATIONSHIP MANAGEMENT**

* Provide outstanding service to clients through clear, professional, and proactive communication.
* Collaborate effectively with internal teams and external suppliers.
* Escalate issues promptly and work collaboratively to resolve them.

**OUR IDEAL PERSON &**

**THE ESSENTIALS WE’RE AFTER**

* You’ll have strong organisational skills with the ability to prioritise and multitask effectively.
* You’ll have excellent attention to detail and accuracy in work.
* You’re a confident communicator, both verbal and written, with strong interpersonal skills.
* You’ll demonstrate ability to deliver excellent customer service.
* You’re comfortable working independently and as part of a team.
* You have a process-driven mindset with a focus on continuous improvement.
* You’re proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
* You’ll potentially have previous experience in client operations, administration, or a similar support role preferred.
* You’re able to demonstrate excellent organisational skills
* You’re able to work independently and in a team environment
* You’re detail orientated with the ability to get things right first time
* You’re able to follow clearly defined processes
* You’re process driven with continuous improvement mindset
* You’ve able to demonstrate excellent customer service skills
* You’re confident talking on the phone and can communicate effectively



ENTER JOB TITLE HERE