



Client Relationship Manager

£28,000-33,000, depending on experience.

(Full-time or job share considered)

nesma is the leading provider of CIM (Chartered Institute of Marketing), CIPR (Chartered Institute of Public Relations) and wider digital, marketing and communications programmes with our Head Office in Newcastle upon Tyne. We work with clients throughout the UK and internationally and have ambitious plans for growth over the next three years.

We are seeking an experienced and organised administrator, preferably with some marketing and/or communications knowledge, to join our team. The role is to manage the customer journey from inbound enquiries from our prospective learners and companies to a fantastic customer experience whilst studying with us and beyond.

Ideally, you will also have experience in customer engagement and service, preferably in a professional services or educational environment such as a training company.

Key responsibilities:

- Manage inbound calls and enquiries from learners and/or their employers.
- Ensure learners are signposted onto the training programmes best suited to their needs.
- Manage the customer journey from students/companies first enquiring through to graduation.
- Manage relationships with our tutors who deliver our programmes.
- Nurture relationships with existing clients to develop our business further.
- Attend networking and celebratory events. 1-2 times per month/ sometimes out of office hours.
- Internal liaison with finance, registrations and marketing.
- Liaison with the awarding bodies such as the Chartered Institute of Marketing and the Chartered Institute of Public Relations.
- Monitoring and reporting on enquiry/conversion/class completion activity and results.

Requirements:

- Self-motivated with strong organisational skills and time management.
- Strong literacy and numeracy skills and an ability to manage data for reporting.
- Qualified at degree level or beyond.
- A commitment to a customer-centric strategy.
- Results-orientated mindset related to customer satisfaction and profitability.
- Demonstrable communication or customer service skills and excellent communication skills face-to-face, online and via other media.
- Familiar with various marketing tools such as social media, email marketing automation and CRM systems.
- Ideally, you will understand training management and Learning Management Systems, although this is not essential.

The package:

- £28-33,000, depending upon experience.
- Hybrid working based in Newcastle upon Tyne, with flexible hours.
- 25 days + bank holidays annual leave or pro rata.
- Supported training and development programme to upskill on systems requirements and to develop in line with personal development goals.
- Annual wellbeing budget of up to £500 per annum.
- 1 day volunteering support per year.
- Pension contributions of 7% employer and 3% employee.
- Discretionary bonus at the end of the financial year, depending on company performance.

To apply:

Please submit a full CV and cover email explaining why you could bring value to this role to veronica.swindale@nesma.co.uk by Friday, February 23, 2024.

TusPark Newcastle, 27 Grainger Street, Newcastle upon Tyne, Tyne & Wear, NE1 5JE.

T: 07590 018 205 W: www.nesma.co.uk E: hello@nesma.co.uk

Nesma is a trading name of mmd Limited. Registered Office nesma, TusPark Newcastle, 27 Grainger Street, Newcastle upon Tyne, Tyne & Wear NE1 5JE, UK.

Registered in England and Wales as Company No 04800278 VAT No 978 6742 48