



Job Title: Operations Manager - TARGETconnect LINK
Location: London or Wallingford or WFH
Business Area: Finance & Customer Success
Salary: Competitive
Hours: Full time

About GTI:

We aim to help students realise their potential in the world of work through technology, content, and tools. That's not an easy thing.

We believe in understanding students and partnering with employers, universities, schools, and other technology providers.

It's about students finding the right role and employers finding the most suitable candidates. But its more than that - it's about helping young people discover options, develop, and build confidence.

Mission:

To take '360 degree' ownership of TARGETconnect LINK - GTI's job sharing network and e-commerce platform. Through this you'll delight our 'self - service' customers by wrapping an excellent customer service around our 'post-a-job' technology for employers choosing to work with us in this way.

Key metrics:

- Process development
- Query resolution
- Job posting and content enablement
- Establishing customer credentials and update our booking and finance system

Outcomes

1. Employers and universities experience great service

- Approve / reject all registered employers
- Approve / reject all 'paid for' vacancies
- Check and validate all content supplied
- Liaise with employer customers regarding anomalies in content and company information given
- Manage the TC Link helpdesk - resolving all problems and queries
- Post all vacancies and content and manage response on all relevant TC universities and TARGETjobs
- Work with universities to support their receipt of employers and jobs and resolve issues collaboratively

- Alert employer customers to upcoming deadlines or due expiry of jobs and content

2. Customers that would benefit from additional service are identified and managed

- Create a CRM customer record for every new customer who enters the service / registers on the platform
- Make sure CRM record is approved
- Segment all incoming self service customers by enterprise size
- Prioritise 'large' enterprise size employers within this group
- Prepare an upsell / opportunities follow up (with call to action)

3. All processes lead to successful payment collection

- Ensure a Zoho CRM booking is entered appropriately and facilitate approval for every transaction
- Be aware of our finance procedures regarding credit card payments / invoicing to be able to participate with any invoicing queries or cash matching/collection queries

4. The TARGETconnect Link platform continues to improve for all users

- Work with the Product and University teams to evolve the features of Link
- Work with the Marketing team to develop ongoing customer communications and offers

Person Specification:

- You will be an ambitious and creative administrator
- You will have experience of managing a varied and busy schedule of work
- You will have experience of and understand technology & it's relationship with e-commerce customers
- You will be a good collaborator, working across multiple teams and functions

Work Experience, Knowledge & Skills:

- Understanding of / experience of working with CRM, finance, and analytics tools
- Experience of managing a busy traffic / logistics function
- A Highly organised, methodical outlook
- Customer Service focused
- Ability to collaborate across teams and functions

Other Information:

- Permanent role – 37.5 hours per week between Monday to Friday 9.00 – 5.30pm
- 3-month probationary period
- Benefits package: 5% Contributory Pension, initial 25 day's holiday, enhanced maternity/paternity policies, life assurance scheme

Please send your CV and covering letter to James Doherty, james.doherty@groupgti.com