

# Job Description

## Employer Support Advisor



### Role Details

Role title	Employer Support Advisor
Department	Membership & Partnerships
Reports to	Senior Professional Development Advisor
Line manager for	N/A
Salary	£26265

### Vision and Mission

#### Vision

As the pioneering workplace and facilities management body, our vision is to drive change for the future. To be the trusted voice of a specialist profession recognised, beyond the built environment, for its ability to enable people to transform organisations and their performance.

#### Mission

We empower and enable workplace and facilities professionals to expand their potential and have rewarding, impactful careers. We are a business enabler. Together we optimise the profession's impact.

### The company has a strong culture based on our values

- Confident and Bold
- Human and Inspiring
- Knowledgeable and InSync
- Active and Energetic

### Social Value

We are a Disability Confident employer, Investor in People accredited, Living Wage employer, Good Business Charter employer. We offer charity days along with paid for social events and make efforts to reduce our impact on the planet.

### Job Purpose

IWFM is increasingly working with organisations to support them to meet their strategic objectives. These may be Government Departments, global businesses or Higher Education Institutions (HEIs).

This role will oversee all aspects of an organisation's engagement with IWFM, from onboarding, engagement and renewal, in order to ensure customers receive the highest levels of support.

This role would suit a proactive, customer focused, commercially minded professional. The desired person would have a strong customer service background and be comfortable presenting to and engaging with organisational customers. The role requires someone with great attention to detail, good organisational skills and is motivated to succeed. You would be required to be a beacon of knowledge regarding IWFM's portfolio of products and be able to present to customers the range of services on offer.

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### Key Accountabilities

- Be the first and primary point of contact for IWFM's organisational customers.
- Co-ordinate the end-to-end customer journey for organisational customers including quoting, invoicing, onboarding and renewal.
- Facilitate regular customer communication to ensure needs and expectations are exceeded.
- Coordinate with internal teams to deliver customer requirements.
- Host engagement webinars and meetings to explain the benefits of engaging with IWFM.
- Attend in person events, for example, employer graduate fairs, to explain the benefits of IWFM membership, products and services.
- To research new leads and support with marketing campaigns.
- Maintain customer records to ensure details are kept up to date and data within the IWFM CRM is current and robust
- Document, analyse and share customer feedback and data to identify trends and areas for improvement in customer service delivery.
- Implement and monitor customer service metrics and KPIs to ensure service excellence.
- Maintain extensive knowledge of all IWFM products and services in order to support customers with any enquiries about membership and professional development, training and qualifications.
- Co-ordinate the process to accredit HEIs.
- Support the wider partnership team with administration tasks including emails, CRM updates and sending of promotional materials.
- Generate reporting regarding membership numbers and renewals.

### Technical Skills

- Good telephone and written skills to communicate by phone or email
- Communication skills to build working relationships with key internal/external stakeholders, members and customers
- Continuous improvement skills to evaluate performance and offer solutions to challenges
- Experience in using CRM systems and office applications
- Good attention to detail and able to problem solve
- Capability to present to audiences both virtually and face-to-face.

### Behavioral Skills

- A passion for delivering great customer service and supporting customers to help them achieve good outcomes
- Team-working - models behaviour that shows respect, helpfulness and cooperation.
- Provides support and feedback to colleagues when needed
- Self-driven and results orientated with a positive outlook and a clear focus on quality
- Customer focus - seeks feedback from customers to enhance service and/or products
- Establishes customer need to communicate effectively with customers
- Improvement focus – responds positively to challenge
- Offers ideas and solutions to challenges
- Readily adopts new ways of working.

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