



Client & Operations Executive

Full time / Permanent

£26,000 to £30,000 per annum DOE

Applicant Information Pack





Communication is everything.

London Speech Workshop (LSW) is a world-class communication coaching company. At the core of our business is the knowledge that the ability to communicate effectively and in a way that is entirely true to yourself, is life changing. We have used this knowledge to enable over 5000 people, and countless organisations, to become better, kinder and more productive through the transformative power of communication.

We have worked with FTSE 100 companies, charities and start-ups including Airbnb, John Lewis, Walt Disney Company, Imperial University, Medigold, Multiverse, EY and many more - delivering bespoke world class communication training.

We are looking for an organised and enthusiastic individual with amazing people skills to join our team as a Client & Operations Executive.

Our ethos at LSW is that everyone feels valued and also knows they are delivering real impact in the world, we live this inside LSW, as well as through our products and service. Our team is everything. We work brilliantly together to do what we do, support each other through the amazing days (lots of them!) and the tough moments (few and far between!), and we all believe passionately in each other, and in what we are here to do. If you want to be part of that, and make your passion for communication and people your purpose, then LSW would love to welcome you.

We strive to be a diverse and inclusive company where we can ALL be ourselves. We encourage applications from people from all backgrounds, regardless of ethnicity, gender, age, sexuality or any other. We know a team performs best when they are diverse and everyone is made to feel that they belong.



About the role

This role requires someone who loves communicating and providing an excellent end to end client experience. As well as client support, we are looking for someone who is excited about working on operational and team projects, with the main focus on customer satisfaction and experience.

Key Responsibilities include:

- Taking ownership of incoming client queries via phone & email, anticipating their needs, and independently resolving issues
- Maintaining thorough and helpful client records within our CRM, as well as supporting our coaches with client focused queries
- Providing excellent customer service to all our clients, at every stage of the client journey
- Working with marketing to strategise and implement plans for increased customer satisfaction and retention
- Review & implementation of post-course feedback - we're looking to continuously improve, so expect you to question the process and innovate
- Positively handling cancellation requests in line with retention procedures
- Project managing various client / product related projects, depending on business priorities
- Maintenance & improvement of day to day operational flow
- Operational system management & process creation / improvement
- Point of liaison between Client Success (sales) team, coaching team and clients
- Providing feedback and support to Coach Manager for coach / client related queries
- General team support (can range from managing events to supporting with recruitment)

Even though we are well-established, we have a start-up vibe; we expect you to have a 'can do' attitude and bring ideas to the table. If you want a job where you can make a difference, where your voice matters and you can grow quickly within the company then we would love you to apply.



Benefits and Terms & Conditions:

- Salary £26,000 to £30,000 depending on experience
- Performance related annual bonus
- 37.5 hours per week: Monday to Friday, 9am-5.30pm
- 24 days holiday per year pro-rata from the starting date (plus Bank Holidays)
- 2 wellbeing days a year in addition to holidays
- Flexible working environment – 2 days a week in the office, 3 days a week WFH
- Central London office access with gym, and member benefits
- The chance to join a company who really cares about personal development, and offers a £300 annual learning budget
- Contributing to making people's lives more fulfilled and giving value
- Join our warm, supportive and passionate team. Finding your tribe!

How to Apply:

Please email careers@londonspeechworkshop.com with:

1. **CV**
2. **Cover Letter** outlining your experience and interest in the role
3. **1-2 minute voice note or video** outlining:
 - Your full name
 - A personal or career achievement you are proud of
 - What you like about what we do
 - Your earliest possible start date and salary expectations



Getting in touch:



Our website

www.londonspeechworkshop.com



Our e-mail

office@londonspeechworkshop.com



Telephone

020 3137 6323



Head Office

15 - 19 Bloomsbury Way, London WC1A 2TH



Social media handle

[@londonspeech](#)
