



Job Title:	Client Services Coordinator (Fixed term Maternity Cover to September 2022)
Salary:	From £25,000 per annum, subject to skills and experience
Hours:	37.5 hours per week (over 5 days)

About Halpin

Halpin was founded in 2017 as a boutique management consultancy designed specifically with the needs of higher education in mind.

Our growing team of Consulting Fellows and Senior Advisors are experts in HE fundraising, governance and strategy, and together we have carried out over 130 projects for nearly 70 clients spanning universities, colleges, sector bodies and research institutes.

Halpin is a values-led firm that truly believes that a one-size-fits-all approach to consultancy does not work. Instead, we tailor our work to fit the unique and individual needs of each client, to deliver meaningful outcomes throughout each stage of a project.

The Role

As our Client Services Coordinator you will be responsible for the administration and coordination of activity related to our projects and consulting teams.

Reporting to Rachael Magee (Head of Client Services) you will help coordinate our projects and consultants across our service areas of HE governance, strategy and fundraising. You will play a key role in ensuring that Halpin delivers quality consultancy that meets our clients' needs and has a lasting impact.

Although the primary focus of the Client Services Coordinator is administrative support, we are invested in developing our staff and there will be significant scope for growth and personal development within the role. Subject to your skills and interests you will have opportunities to participate more actively in a diverse range of projects e.g., undertaking research, report writing, supporting workshops.

As a member of the Halpin team, you will work in a high-trust, values-driven environment with autonomy over how you manage your time each week. The role will be required over 5 days but work patterns are flexible and we will provide you with all the tools and equipment you need to work remotely.

Although fixed term to September 2022 Halpin is a growing business and the Client Services Coordinator position may become permanent if we deliver on all our objectives as expected in 2021/22.

Halpin

Responsibilities

Halpin People

- Undertake administration in support of Consulting Fellows e.g., preparing briefings, collating project materials, information packs and reference requests.
- Support and train Halpin staff and Consulting Fellows in the use of project materials, templates and systems e.g., MS Teams and MS Project.
- Updating and maintain records related to Clients and Consulting Fellows.

Project Administration

- Prepare and initiate all client engagements – coordinate project kick-off calls/meetings, create and circulate project schedules and plans, coordinate consultants.
- Provide administrative support to consultants during projects as required – schedule internal and external meetings, coordinate dates, create agendas and client update reports.
- Ensure all project deliverables are delivered on time, to a consistent quality and in Halpin house style.
- Use Halpin systems to monitor project hours and tasks and flag over-service and additional billing.
- Support the Head of Client Services in identifying opportunities for additional service and coordinate billing as appropriate.
- Complete post project activity with the client to include scheduling Impact Reviews, obtaining testimonials; gathering feedback on project delivery; producing a project case study for use in proposals and on the Halpin website.
- Work with all Halpin colleagues to continually review service to identify opportunities for improvement and efficiencies.
- Work closely with clients to resolve issues during service and ensure positive client feedback.
- Support with the creation, implementation and training of other Halpin staff in service delivery and project management processes/systems as required.

Person Specification

- Experience in a similar high-level administrative role/s.
- Strong customer service skills and experience managing relationships.
- IT literate and confident, with a willingness to master new systems.
- Able to organise and manage a diverse workload and prioritise tasks.
- Excellent communication skills.
- Able to produce high quality work, with strong attention to detail.
- Able to meet tight deadlines.
- Comfortable working at a quick pace – or alongside those that do.
- Friendly and personable and invested in the needs of the team.
- Comfortable with working remotely and flexibly to support the wider team.
- Interest in the higher education sector and a commitment to social mobility and equality, diversity and inclusion.
- A willing champion of our [manifesto](#).



Benefits

Subject to the completion of probation, each Halpin employee is entitled to:

- 25 days' holiday
- Pension
- Company Sick Pay
- 2 Months' Halpin Maternity, Paternity and Adoption Pay
- Flexible working (subject to business needs)
- Christmas Office Closure (equivalent to 5 days additional paid leave in 2021)
- 1 day per month to undertake volunteering (subject to business needs)
- Bi-annual company away-day
- Company laptop or PC and allowance for home office set-up
- Mobile phone, internet and home-working allowance
- Annual health and wellbeing allowance e.g., to cover cost of gym membership, equipment, courses, health and fitness apps, retreats, personal training, wearable technology, meditation courses, coaching, therapy and/or financial advice.

How to Apply

Submit a CV and covering letter to info@halpinpartnership.com setting out:

- 1) The role you are applying for,
- 2) How you meet the person specification for the role, and
- 3) Why you would like to work for Halpin.

Note we welcome recorded responses to these questions e.g., audio or video.

We would like to attract a diverse applicant pool and are aware that some under-represented groups are typically less likely to apply for jobs unless they are sure they comfortably meet all the criteria. With this in mind, we encourage all potential candidates to reflect on their strengths and experience in the broadest sense, including transferable skills where appropriate, when considering their suitability for the position.

In all cases, we will select the best candidate for the role.

The deadline for applications is Friday 31st December 2021.

Interviews for shortlisted candidates will be held remotely on Thursday 20th January 2022.