

JOB DESCRIPTION

JOB TITLE	Client Services Coordinator	POSITION TYPE	Full time/ Permanent
FUNCTION	Datatank	REPORTING TO	Operations Manager
LOCATION	Hybrid/ Remote		

ABOUT US

We are a newly formed and rapidly growing Software-as-a-Service (SaaS) business for the Public Sector with ambitious plans for expansion through strategic acquisitions and organic growth. Backed by experienced investors and a visionary leadership team, we are building a scalable, high-performance organisation at the forefront of cloud-based solutions.

ROLE SUMMARY

We are a small team who work closely with Local Authorities across England, Scotland and Wales to detect and prevent Council Tax fraud. We are looking for a self-starting Client Services Coordinator with a keen eye for detail, to join our friendly dynamic team. This role will assist with the daily processing of Client Accounts, managing Client Reviews and responding to calls and email from Clients and Residents. The role is a blend of Customer Service, Project Management and Data Input/Admin, using multiple systems (internal and client systems).

The ideal candidate will be confident, personable and be able to process data quickly with a high degree of accuracy as well as having experience liaising with clients to manage a project.

KEY RESPONSIBILITIES

- Updating clients on project performance, ensuring they are successfully delivered on time and project boards are kept up to date
- Issuing communications and data processing responses on behalf of UK Councils using our in-house system, Profiler
- Evaluating and processing documents
- Training clients to use our bespoke software systems
- Answering calls and emails, representing Infoshare+ with professionalism
- Supporting the Operations Manager with any additional duties

KEY SKILLS, QUALIFICATIONS & EXPERIENCE

Essential experience:

- Customer service
- Managing projects
- Data processing/business administration
- Experience with MS Teams
- Fast worker with excellent attention to detail
- Team player with a sense of humour
- Ability to juggle multiple clients demands at once
- Proficient in using Microsoft Office

Desirable experience:

- Knowledge of Council tax discounts/local councils
- Business Admin/Customer Service qualification

- Working in B2B environment

PACKAGE

- Competitive Salary
- Bonus Scheme
- Pension scheme
- 25 days paid holiday plus bank holidays
- Flexible working hours to promote a healthy balance between professional and personal life
- Life Assurance
- Perkbox Platform (access to discounts, wellbeing content)
- Employee Assistance Program

RECRUITMENT POLICY

Infoshare+ Ltd is an Inclusive employer. We pride ourselves on treating job applicants and employees equally, regardless of their sex, sexual orientation, religion or belief, marital status, age, race, ethnic origin, or disability. We also work together to ensure that all employees work in an environment free from harassment, bullying, unsolicited or unwelcome comments, or overtures on discriminatory grounds. Satisfactory references from current and previous employers will be required and followed up on.