



JOB PURPOSE

Client Support Coordinator

January 2019

Company Background

Catton Hospitality, established in 2010, is a group of leisure-based businesses including software, consultancy & training. We also operate three pub restaurants. Our purpose is to improve productivity within the hospitality sector, using software and consultancy. Our flagship software, S4Labour, was created in 2012 in response to requests from hospitality clients for an efficient labour scheduling tool and is used to optimise labour scheduling and management.

Our aims are to:

- Provide our clients with ever superior customer service
- Understand better our clients' labour costs
- Improve their profitability and labour productivity
- Supporting our customer in improving their service

S4 was 'built by operators, for operators' and is one of our unique selling points

Given labour can account for +30% of operational costs in hospitality, there is a clear need for a tool that matches labour supply with demand and is easy for operators to use and interpret.

We are providing an easy to use, intuitive system which helps people run their business better. We are a people business.

S4Labour is now deployed in over 1,000 UK sites and receiving fantastic customer feedback

We also have an experienced team of consultants who have worked in the industry for most of their professional careers (our CEO is also a qualified beer sommelier and our CTO a trained chef!) so understand our clients' needs.

Catton Hospitality is a small, friendly, exciting and highly ambitious and innovative business. We are expanding rapidly, with an annual growth rate of circa of 50% a year with more new products being developed.

We have highly-driven, enthusiastic and dedicated colleagues, who contribute to a culture focused on customer care, commercialism and credibility.

Our motto is 'positive, professional and have fun whilst working your socks off.'

You will have real accountability and ownership from day one, coupled with a comprehensive induction and training. This is the role today, but we want to know where you can take it in the future. Besides the role we would love to know what else you could bring to our organisation.

If you get excited at the prospect of helping to build a small company while developing yourself and challenging us, then we'd love to hear from you.

Client Support Coordinator

Job purpose

As a Client Support Coordinator, you will be Working as part of the Central Services team to provide daily support to the Central Services Manager; with additional support to Account Director and Training and Implementation Manager. You will also be responsible for onboarding new clients while providing excellent customer service throughout the process. You'll be proactively promoting the company's products and will actively seek client retention.

External

- Support Central Services Manager in Client 'day-to-day' tasks to ensure clients are getting the most out of S4 Labour to attain optimum benefits
- Work with Central Services Manager and Account Director to devise account plans with SMART objectives and aid delivering those objectives and superior service
- It goes without saying that we're a small team and everyone mucks in with a positive, enthusiastic attitude.

Internal

- Provide day-to-day office presence for the Central Services Team and maintain excellent communication with all functions in Catton Hospitality
- Set up and deploy new clients with S4 Labour as personal training and to gain experience e.g. over-the-'phone, webinars etc
- Manage and maintain client CRM database (Salesforce)
- Upsell new products and functionality
- Liaise with the support desk to track customer tickets to assist the team
- Maintain a customer insight dashboard to support the team
- Minute taking for internal departmental meetings
- Project manage timelines
- Client liaison – Ability to talk to people at all levels

Qualifications, experience and knowledge

- Demonstrable relevant business experience, and demonstrable achievement
- Account Management experience not essential, attitude and aptitude are more important to us
- Telesales experience desirable
- Current knowledge of the hospitality sector desirable but not essential

- Great interpersonal skills, proactive and the ability to think on your feet (exceptional relationship skills)
- Good problem-solving abilities
- An excellent command of English, both written and verbal

Beneficial skills, key competencies and personal qualities

- Desire to learn and improve.
- Competent IT skills (MS Office, Salesforce)
- A confident self-starter, with initiative, enthusiasm and drive. Proactive in approach.
- Excellent verbal and written communication skills
- Great planning, prioritising and organisational skills
- The ability to thrive under pressure
- Friendly, helpful, with a desire to deliver excellent customer service
- Commercial, numerate
- Interest in the hospitality business
- Creative, hardworking and resourceful
- Team player
- Full clean driving licence

Department and Location:

Central Services team based at our Banbury office with the opportunity to travel to our clients' sites on occasion.

Reporting to: Central Services Manager

Direct reports

- None

Remuneration

- Competitive basic salary, commensurate with experience
- Opportunity to join Catton share scheme after one-year service*
- 25 days holiday plus bank holidays
- Healthcare for self*

- Life Assurance (1x salary) *
- Business expenses paid
- Office based role
- 1 months' notice period

*qualifying period and other criteria applies