

Graduate Client Services Executive

Job Description /



Job Purpose:

To manage Vectare's corporate and independent school client accounts, ensuring the highest standards of client satisfaction and coordinating the planning, management and operational delivery of client transport services.

Job Location:

Based at our Loughborough Head Office, with frequent travel across the UK and occasional remote working.

Line Manager(s):

Dominic Kalantary, Director.

About Vectare:

Vectare is a disruptive, innovative, technology-driven transport start-up. We use our bespoke technology to deliver excellent home to school and corporate transport services to fifty independent schools across the UK and a range of blue-chip corporate clients. We also operate local bus, Park and Ride and demand responsive transport services on behalf of local authorities across the Midlands and the East of England.

Our mission is to deliver excellent road passenger transport to all who require it. We want to see bus and coach travel be a mode that people choose to use rather than just being the mode of last resort.

Our Head Office is in Loughborough, and we have depots in Nottingham (Long Eaton), Chelmsford (Rettendon Common and Wickford) and Swaffham. Head Office houses our Service Delivery Centre, from which we control our entire local bus and subcontracted network and provide live telephone and email customer support. We also have a team of computer scientists and app developers, led by our Technology Director, who create digital transport management solutions to support our clients' and our own transport operations.



Main duties of the role:

Client Services / Stakeholder Engagement

- Cultivate strong, long-term relationships with clients by ensuring that they receive exceptional service from our team
- Be the first point of contact for some of our clients, including schools and local authorities, resolving / referring issues that are raised and frequently communicating with clients by email, telephone and face to face
- Record and follow up operational action points raised by clients, liaising with other Vectare departments to ensure that action points are completed and improvements are made where necessary, and then re-communicating updates to all stakeholders
- Create daily and monthly KPI reports summarising operational performance data for presentation internally and externally, and support clients with ad hoc / ongoing requests for management information
- Work with clients to assess their ongoing / developing technological needs, and liaise with the Technology Director / Lead Developer to ensure that these client requirements are incorporated into the appropriate stage of our technology development roadmap

Client Mobilisation

- Work with newly acquired clients to support their onboarding to the Vectare platform
- Prepare, issue and collate returns of Client Service Agreements, ensuring that all clients have an accurate, up to date and signed Client Service Agreement at all times whilst making use of our services
- Train client and subcontractor staff in the use of the Vectare software suite promoting software features and benefits so that they are fully aware of what our systems are capable of
- Record bespoke client requests made during mobilisation and work with various departments within the business to ensure that these requests are implemented, and then communicate updates back to the client



Business Development

- Maintain an accurate record of all leads / potential clients, including potential services that they are interested in, periodically following up on these leads as appropriate
- Use an agreed formula, alongside your own commercial knowledge, to generate quotations for bus, coach and minibus transport, and then proactively promote these quotes to potential leads
- Work alongside the Commercial Manager and Commercial and Operations Director to prepare documentation for tendering exercises, developing bid writing and public sector engagement skills
- Visit potential clients, and participate in virtual meetings, to present the benefits of Vectare as an organisation and raise our profile, to generate additional work.
- Proactively identify new business development opportunities via scanning of local and national press, social media and tendering portals

Management of Client Service Processes

- Maintain an accurate record of all existing clients, including services purchased.
- Handle customer enquiries by email, telephone and social media – keeping parents, students and schools up to date when disruption occurs
- Monitor compliance with contract conditions and ensure that the standard of service delivery that we offer is optimised
- Record and follow up operational action points identified during routine monitoring, liaising with other Vectare departments to ensure that action points are completed and improvements are made where necessary
- Monitor Client Services operations and make suggestion for process enhancements / other changes to improve operational profitability across the business

We will ask for flexibility for you to do other work on an ad-hoc basis as business requirements change. You might find yourself planning a new bus route, training some coach drivers how to use our technology or promoting a school's transport service at an open morning. Of course, we'll provide you with full training before expecting you to complete any new duties, and you'll be working closely with our management team and Directors, so there's always somebody on hand to assist you.



About You:

People are at the heart of our business and at Vectare, we only want the best people. Our small team works to the highest standards and we expect everybody to focus on high quality service delivery and attention to detail.

We're either looking for a graduate from a business, social science or engineering degree or a more experienced professional with a proven track record of client account management. Either way, you'll be joining a small but rapidly growing business, working with the Directors and wider team on a day-to-day basis, and making a tangible and visible impact on our clients. You'll need to be prepared to be accountable for the service that you are delivering; our client retention rate is 100% and you need to help ensure that that number never changes.

To fit in and be successful at Vectare, you'll need to be an enthusiastic individual who can confidently answer 'yes' to all these questions:

- Do I work well independently, and as part of a team?
- Am I a good communicator, in person, over the phone and in writing?
- Can I work on my own initiative, and use discretion and autonomy to solve problems proactively and compassionately?
- Am I innovative? Do I often come up with creative solutions to problems, rather than just implementing other people's solutions?
- Have I got excellent attention to detail?
- Am I able to spot problems and notice when things aren't quite right? Can I create solutions to these problems using my own initiative?
- Can I be flexible, calm under pressure and able to cope with a fast pace of change?
- Am I good at logistics, and capable of coordinating things?
- Am I able to manage multiple responsibilities at once by focusing on one task whilst keeping track of others?

You don't need to have transport experience, or a particular interest in transport to consider this role - we just want friendly, helpful and resourceful people who will work hard to deliver the best outcomes for our clients. You can learn about transport "on the job" if it isn't an industry that you've worked in before. There will be opportunities to undertake training and continuous professional development as part of this role, including the chance to learn to drive a bus if you wish!



You must have, or expect to have by September 2022, a University degree in a business, social science or engineering discipline, at either Upper Second Class or First Class level. You also need to have a full, manual category B (car) driving licence, and the unrestricted right to work in the UK without sponsorship.

Our Culture and Management Structure:

At Vectare, we believe very strongly in valuing our staff, both as people and for the contribution that they can make to all levels of the business. This means that we'll treat you with respect, and we'll expect you to extend that same respect to everybody who you work with, at all levels of the business.

Directors will frequently ask your opinion about high-level business decisions, and equally we'll want and expect you to speak up if you think of something that we could be doing better. Feedback is an essential part of our culture, and as such we need you to feel confident about sharing your opinions with senior management – in an appropriate way and at an appropriate time, of course.

Transport is not a nine to five industry, and our team are flexible and adapt to that; you should anticipate a degree of evening and weekend working alongside the occasional early start. We're flexible on working hours however, and subject to prior agreement to ensure that our operational requirements are covered, we do allow staff to take time off during the core working day. We don't keep track of this rigidly; rather, we expect everybody to work hard and pitch in when required in return for the flexibility we are happy to give you when things quieten down.

Remuneration Package:

A competitive salary is available for the right candidate. To arrange an informal conversation regarding the role and remuneration please email Dominic Kalantary, Director (dominic@vectare.co.uk).

We also offer:

- 20 days Annual Leave plus statutory Bank Holidays
- Defined contribution company pension scheme
- Perkbox healthcare and high street discounts scheme
- Apple iPhone and Macbook for work and personal use
- Open management culture and flexible working opportunities

To apply for this role, please email a CV and covering letter to: jobs@vectare.co.uk.

