**Job Description**

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| **Job Title** | **Client Services Manager** |
| **Reports To** | National Director of Training  |
| **Location** | ADHD Foundation Head office3rd Floor, 54 St James Street, Liverpool L1  0AB    |
| **Salary Range** | £26,000 - £30,000 (dependent on experience) |
| **Working Hours** | Monday to Friday, 9am – 5pm (35hrs per week) |

**Job Purpose**

The **Client** **Services** **Manager** will assist with the growth and marketing of training services within ADHD Foundation Neurodiversity Charity in collaboration with the CEO and National Director of Training.

The post holder will promote of the Foundation through coordinating the provision of training and supporting the development of new training products and the promotion of products in the UK and Europe.

**Main Duties and Responsibilities**

* **First point of contact and lead generation** - To be the first point of contact for all training enquiries, emails and telephone calls (including professional, clinical, EY and parent training).
* **Client Engagement** - Management of all initial training responses, including follow up discussions to determine the scope of training required. Building strong connections with potential clients whilst showcasing ADHD Foundation services and upselling services where appropriate.
* **Client Relationship** - Engage with potential clients via scheduled telephone or video call, to understand their needs and negotiate agreements and costings that align with their goals.
* **Service Coordination** - Management of training services, including coordinating trainer availability, coordination and dissemination of online training links, and booking travel and accommodation where applicable.
* **Service Development** - Development of a continuous programme of training for ADHDF services (virtual and in-person events)
* **Evaluating Impact** - Collation and dissemination of evaluation data per training session / online programme. Production of reports relating to training provided to evaluate impact.
* **Marketing Objectives** - Creation and management of a training enquiry database which will be used as an ongoing marketing and communications tool. Creation of marketing material and development of marketing strategies for training services (including professional, clinical, EY and parent training), and assisting with Conference and Events marketing
* **Administration** – managing all administrative elements of the ADHD Friendly Schools Award

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with their line manager.

The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

 **Quality Assurance**

The Foundation works to the following quality standards and all staff contribute to the overall Quality Assurance Framework

* NICE
* BACP

**Personnel and Professional Development**

* To participate in regular professional supervision annual performance reviews, and attendance at team meetings and strategic planning days.
* To be responsible for own personal and professional development, to actively participate in identifying training needs and to be willing to undertake training where appropriate.
* To maintain knowledge and keep abreast of change in policy, practice and relevant legislation informing the CEO of these changes.

**General Responsibilities**

* To implement and adhere to the ADHD Foundation’s policies, procedures and Quality Systems.
* To comply with GDPR & the ADHD Foundation’s information governance and supporting policies including record management, information sharing and confidentiality.
* To implement and adhere to policy and practice in relation to health and safety.  To adhere to the post holders own responsibilities for health and safety within the workplace.
* To contribute to the development and implementation of quality standards within the ADHD Foundation.
* To incorporate Equal Opportunities Policy and anti discriminatory practice in all areas of work.
* To work in accordance with national child protection legislation and ADHD Foundation’s Safeguarding Policies - Child Protection and Vulnerable Adult Policies
* To promote and work within the values of the ADHD Foundation effectively contributing to its objectives.
* To attend appropriate strategic and operational meetings as delegated
* To undertake any other reasonable duties as directed by the CEO that may reasonably fall within the scope of the post.

This job description will be reviewed regularly to ensure that an effective service is provided.

Creation Date – Oct 2023

Review Date – Oct 2025

**Person Specification**

**Essential Experience, Knowledge, Skills and Attributes**

* Excellent organisational skills / project management skills
* Experience of working in a marketing and sales driven environment
* Excellent communication skills, establishing and maintaining relationships with external stakeholders
* Experience of working as part of a team and with a multi-disciplinary approach
* Experience of using systems including Microsoft 365, Word, Excel, and email
* Experience of monitoring and reporting progress for quality assurance purposes
* Ability to uphold and implement ADHD Foundation’s mission, vision, values
* Independent worker with effective time management skills

**Desirable Experience, Knowledge, Skills and Attributes**

* Educated to Degree level
* Relevant qualification in marketing or sales related field
* Experience of managing services within a contract orientated and outcome driven culture
* Experience scheduling and hosting meetings on virtual communications platforms
* Good Understanding of Neurodevelopmental conditions

**ADHD Foundation Neurodiversity Charity is committed to creating a diverse and inclusive workplace.**

**We are proud to be an equal opportunity employer. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, or gender identity.**

**ADHD Foundation does not require disclosure to make reasonable adjustments. Please let us know how we can support you to work at your best.**