

# JOB DESCRIPTION

## CLIENT SUPPORT ASSISTANT

First Intuition (FI) is a fast-growing premier provider of accountancy training and apprenticeships. FI's position in the business education market is where "The experience matters..." and this is equally important for both our students and our employers. We aim to provide a personal, proactive service in all of our dealings with students and employers, offering the right support at the right time.

### About the Role

Members of our client support teams must be knowledgeable, trustworthy and responsive, anticipating and reacting to needs around service and support. Experience of professional education and apprenticeships is useful, but full training will be provided to the right individuals.

### Duties and responsibilities include:

- Act as the first point of contact for enquiries from students and their employers relating to course administration and providing appropriate advice and guidance.
- Maintaining student and client records with course booking data, progress reporting and the documentation and implementation of changes to study pathways.
- Liaising with regional FI centres in the coordination of administrative support for national clients.
- Supporting Client Relationship Managers with data collection, implementation of programme changes and sharing feedback / highlighting issues.
- Providing proactive support to students, including sending exam reminders, contacting students to plan their next steps, and arranging tutor support where required.
- Supporting the sign up of new apprentices and employers in the administration of the sign-up process.