

Client Services Administrator

The Opportunity

The Client Services department supports all areas of the business, primarily within the Delivery function of Momenta alongside our Resourcing and Compliance teams. The Client Services Administrator role sees you working within a team-based environment managing multiple inboxes and undertaking key administrative tasks for the department.

Location:

Working from home with occasional travel to offices in Tower 42, London

Reports to:

Client Services Team Leader

Hours:

Full time – 37.5 hours per week

Responsibilities:

- Responsible for answering incoming calls and dealing with calls professionally and efficiently, ensuring excellent customer service always.
- Manage, coordinate and communicate to the wider team any urgent queries and updates that come into any of the varied inboxes in use within client services, escalating to senior colleagues as required
- Handle inbound calls to employment helpline, helping to provide careers advice and re-employability coaching aimed at people entering or re-entering the job market
- Edit and send out contract documentation to associates, including extensions and amendments
- Update all contractual and timesheet approver changes on the Momenta People online system.
- Process change of contracting entity requests
- Respond to all incoming associate reference requests.
- Place associates on performance plans, sending out notification of notice being served.
- Process leavers in line with the set guidelines and ensure contractual obligations are followed at all times, escalating any challenges when received.
- Monitor active associate insurance status, requesting renewal of documentation where required.
- Handle backdated payments and payment disputes, working alongside the Finance department.
- Ensure messages are passed on where required, all calls are returned in a timely manner and demonstrate effective use of diary system to ensure unsuccessful calls are followed up
- Supporting team and wider business with a range of general administrative tasks as required
- Maintain a focus on continuous development, working alongside team to build on existing skills and learning new skills

To apply for this role, email a copy of your most recent CV to resourcing@momentagroup.com