



'wishing is just the beginning'

Wishfish Coaching & Development Ltd

Client Experience & Learning Co-ordinator

about wishfish

At Wishfish, we believe **confidence is an inside job**. We're an award-winning coaching and leadership development company that helps people, teams and organisations become more confident, connected and capable. We work with businesses across the UK, designing and delivering leadership programmes, coaching, team development, wellbeing initiatives and learning experiences that make a genuine difference.

Alongside our client work, we're also proud to host the **award-winning podcast, *Secrets From A Coach***, where we have inspiring conversations with guests from the worlds of leadership, learning, business, wellbeing, music, sport and personal development.

Every client journey is unique, so we're looking for someone who enjoys working with people, loves learning and wants to help create exceptional experiences from the very first conversation through to programme delivery.

This is an exciting opportunity for someone at the beginning of their career who is organised, curious and ready to grow.

where you'll grow

As our Client Experience & Learning Co-ordinator, you'll be one of the first people our clients speak to.

You'll help organise workshops, support clients, prepare learning resources and keep projects running smoothly.

As your confidence grows, you'll have opportunities to observe coaching sessions, support workshop delivery, contribute ideas for marketing and social media, and gradually develop your own skills in facilitation, learning and development and coaching.

You'll also become part of our podcast journey, helping to bring inspiring conversations to life through planning, organisation and promotion.

No previous experience is required. We'll teach you the technical skills.

What matters most is your attitude, curiosity and willingness to learn.

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what your week could look like

You'll help to:

- Welcome and support clients before, during and after programmes.
- Organise workshops, coaching sessions and learning events.
- Prepare learning resources and workshop materials.
- Communicate professionally by email, telephone and online.
- Keep project plans and client information organised and up to date.
- Help organise meetings, webinars and virtual learning sessions.
- Support our social media and marketing activities.
- Research ideas, trends and new learning resources.
- Attend workshops and client events to learn how we work.

Supporting our award-winning podcast – *Secrets From A Coach*

You'll also have the opportunity to support our award-winning podcast by:

- Researching potential guests and topics.
- Helping arrange guest interviews and recording dates.
- Liaising with our sound engineer to co-ordinate episode production.
- Preparing guest information and interview briefs.
- Helping promote new episodes across our social media channels.
- Creating engaging content that encourages people to listen, learn and share.
- Contributing fresh ideas to help grow our podcast community.

we'd love someone who...

- Enjoys working with people.
- Is friendly, positive and approachable.
- Is organised and pays attention to detail.
- Loves learning new things.
- Is reliable and takes responsibility.
- Can work independently as well as part of a team.
- Is curious and asks thoughtful questions.
- Wants to make a positive difference.
- Enjoys being creative and bringing ideas to life.

skills that would be useful

Don't worry if you haven't done all of these before. We're looking for potential rather than experience.

- Good communication skills.
- Basic Microsoft Office or Google Workspace skills.
- Confidence using technology.
- Good time management.

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- Creativity.
- Problem-solving.
- Teamwork.
- An interest in social media or digital content would be a bonus.

what you'll learn

During your time with Wishfish you'll have opportunities to develop skills in:

- Client relationship management.
- Communication and customer service.
- Project co-ordination.
- Leadership and coaching.
- Facilitation and workshop delivery.
- Learning & Development.
- Business administration.
- Event management.
- Podcast production and promotion.
- Marketing and social media.
- Personal confidence and professional networking.

what success looks like

You'll be someone who:

- Makes every client feel welcome and valued.
- Takes pride in producing high-quality work.
- Looks for solutions rather than problems.
- Brings ideas as well as energy.
- Continues learning every day.
- Helps create a positive team culture.
- Is excited to step outside their comfort zone and try new things.

our wishfish values

Everything we do is built around four simple values.

Care – We genuinely care about people.

Confidence – We help people believe in themselves.

Connection – Great relationships create great results.

Celebration – We recognise progress, learning and success.

If these values sound like you, we'd love to meet you.

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