

Current vacancy: **Client Services Consultant (single site)**

Location: **Romford, North East London**

Salary: **upto £23,000 per annum**

Job type: **Permanent (On-site with clients)
Full-time**

About Liaison Group

Founded over 30 years ago, we are a well-established and trusted health economy partner, saving millions for reinvestment in health and social care through our Workforce, Financial and Care businesses.

We have a workforce of more than 250 people with a headquarters located in the historic city of Worcester, a technical team in Derby, along with many remote workers across the length and breadth of the UK.

About Liaison Workforce

Founded Helping NHS organisations on their journey to become workforce exemplars. Liaison Workforce delivers programmes to drive measurable improvement in all areas of workforce management.

We provide actionable insights through expert support, guidance and detailed management reporting & benchmarking.

The team

The team is spread over a network of specialists across the UK. You will be part of a talented team, who work alongside the NHS to make improvements on their Workforce Management. We are innovative, intelligent and practical in our approach to making efficiencies.

The team meets regularly to share best practice and build connections, however everyone is highly autonomous and dedicated to their group of clients. This translates to each individual holding a level of decision-making ability and flexibility to support our clients in the best way necessary.

This position is client based, however it is expected that you will sometimes travel to other locations to meet the team. It is preferable that you hold a full driving license and access to a car to be able to fulfil the role, however non-drivers will be considered.

Main responsibilities

We support the NHS with their temporary workforce, ensuring that they are simplifying their processes and making not only the best decisions for supporting their clients, but also the most commercial decisions.

We have devised our own technology platforms to support these processes. As a team we raise savings opportunities with Directors and work closely with the staffing team to reduce reliance on temporary resource through better management of rotas, tracking and encouraging substantive recruitment.

You will be expected to take a proactive approach to the use of our solutions, form part of the client booking team to ensure the processes are used to their full potential, supporting the bank build, and training and working with client staff and agencies on a day to day basis. You will escalate issues where appropriate, identify solutions and feedback new processes to interested parties.

Also:

- Train new users and provide refresher training for existing users
- Building and managing internal and external customer relationships
- Providing recommendations for enhancement and improved delivery of the model
- Escalating issues where appropriate, identifying solutions and feeding back new processes
- Updating and recording data and management information in an accurate and timely manner
- Manipulation of data to produce reports to be presented to the client

Experience and qualifications required

You must be educated to a minimum of 5 GCSE level qualifications grade A-C (or equivalent – including Maths and English) to be considered. As our industry is so niche, you will not be expected to have done the same position previously, however experience within a relevant environment such as recruitment, onsite HR/Recruitment, or temporary staffing is highly desirable.

It is essential that you are able to demonstrate that you are able to pick tasks and systems up quickly. You will be organised and able to manage a high, but fluctuating workload.



Benefits of working at Liaison Group

We believe that working life should be a happy and healthy one.

We offer all staff a wide variety of company benefits as well as the opportunity to get involved in a range of company organised events - from regular physical challenges to bi-annual staff away days and social events.

Our wide range of staff benefits aim to have an impact on both home and working life for all staff, while at Liaison Group.

We offer:

- 23 days holiday initially, which increases annually up to 28 days
- Private healthcare for you and friends and family
- Tax-free childcare
- Contributory pension
- Life assurance of 4 x salary
- Company days/social events
- Free fruit in our offices
- Bonus when you introduce a new colleague to Liaison Group.

How to apply

Please send your CV and a covering letter to jobs@liaisongroup.com.

Please be aware that we conduct DBS and credit checks on all joiners upon acceptance of an offer.

Thank you for your interest in joining Liaison Workforce.

