

Job Description

Job Element	
Job title:	Workforce Support Specialist
Department:	Liaison Workforce
Reports to:	Workforce Support Manager
Location:	Worcester
Permanent, FTC or temporary:	Permanent
Full or part time:	Full time
Job summary:	<p>Working within a set of key performance indicators (KPIs) to provides a high-quality query and case resolution experience to clients and service users in a way that improves their effectiveness day to day.</p> <p>Guide and coach clients and users on the use of STAFFflow and TempRE services via the telephone, e-mail and the self-serve portal/intranet.</p> <p>Work closely with colleagues within the Service Centre to ensure accurate, timely and consistent service provision.</p>
Principal tasks and activities:	<ul style="list-style-type: none"> • In line with service expectations, effectively answer and resolve both inbound queries to the service centre • Effectively resolve outstanding queries and cases and where necessary, follow up with outbound calls and e-mails within service expectations • Provide support, guidance and training to clients using the online portal as a source of query and case resolution • Prioritise a high workload, ensuring any additional tasks, are prioritised and completed accurately and on time • Facilitate and encourage greater client and user engagement • Accurately create and distribute internal and external reports on a daily and weekly basis

	<ul style="list-style-type: none"> • Chase timesheets and outstanding information from clients and suppliers system • Accurately audit booking entries • Ensure internal and external KPIs and service level agreements (SLAs) are met • Where required support and train fellow team members • Ensure clients and users are aware of their responsibilities in the appropriate application of Liaison services, practices and procedures • Demonstrate Liaison’s core values
<p>Person specification:</p> <p>Experience</p> <p>Skills & competencies</p> <p>Qualifications & training</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrable experience in a customer service role • Confident in the use of Microsoft Office suite, particularly Outlook and Excel. • Sound administration knowledge within a multifunctional environment <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working in a busy customer service environment • Experience in logging calls and/or queries on an electronic system • Good coaching skills <p>Desirable:</p> <ul style="list-style-type: none"> • Excellent customer care and service approach • Building relationships • Planning and organising • Results orientated • Excellent attention to detail, accuracy and quality • Excellent communication skills both written and verbal • Persuasiveness and influencing • Strong team player • Ability to multi-task and maintain a calm and mature attitude at all times • Good numerical skills/data analysis/reporting <p>Essential:</p> <ul style="list-style-type: none"> • Minimum five GCSEs/O’ level equivalent (grade C or above) including Maths and English <p>Desired:</p> <ul style="list-style-type: none"> • Relevant customer service qualification



Environmental considerations	N/A
Key Performance Indicators	<ul style="list-style-type: none"> • Customer satisfaction. • Accuracy of work • Enquiries and transactions processed and recorded in appropriate systems • Throughput of work/productivity • Contribution to team goals and objectives
Miscellaneous:	<p>In addition, the postholder will be expected to:</p> <ul style="list-style-type: none"> • Undertake training and development deemed necessary for the pursuance of the post. • Ensure that Health & Safety is observed in the course of employment. • Comply with the contract of employment and company policies and procedures. • Comply with any reasonable requests which may be communicated by the company from time to time <p>This job description does not attempt to define, in detail, all duties and responsibilities and may be subject to periodic review and alteration by the company.</p> <p>The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.</p>

