

## Job Description

Job Element	
<b>Job title:</b>	Workforce Project Support Administrator
<b>Department:</b>	Workforce Business
<b>Reports to:</b>	Project Support Supervisor
<b>Location:</b>	Worcester
<b>Permanent, FTC or temporary:</b>	Fixed Term Contract
<b>Length of contract</b>	11 months
<b>Full or part time:</b>	Full time
<b>Job summary:</b>	<p>To provide an efficient and timely administrative support to new and existing service users by ensuring implementation schedules and systems are accurately prepared and delivered in a timely way meeting Workforce Management expectation.</p> <p>To instil confidence that information has been received and accurately set up on Service Centre systems prior to new client implementations and maintained throughout their service contract.</p>
<b>Principal tasks and activities:</b>	<ul style="list-style-type: none"> <li>• Ensure clients are kept up to date on the specific Service Centre implementation steps, requirements, ongoing progress and to let clients know their responsibilities to ensure implementations are right first time</li> <li>• Identify and quickly escalate issues (with a recommendation) that could prevent the go live of a project or implementation to Client Services, SAM's and the Service Centre Management team</li> <li>• Create and accurately maintain implementation documentation on Liaison's Intranet site</li> <li>• Accurately set up workforce systems ready for go live</li> <li>• Create and accurately maintain project records of Microsoft CRM</li> <li>• Work closely with colleagues across the Service Centre to ensure accurate and timely client implementation handovers to business as usual takes place</li> <li>• Provide guidance and coaching on the use of STAFFflow and TempRE services to service users and other service centre colleagues</li> </ul>

	<ul style="list-style-type: none"> <li>• Where required timely and accurate query and case management interpretation and resolution</li> <li>• Prioritise a high workload, ensuring additional tasks are completed accurately and on time</li> <li>• Provide a world class customer experience at all in line with key performance (KPIs) and service level agreements (SLAs) expectations</li> <li>• Provide support, guidance and training to clients and colleagues using the online portals</li> <li>• Where required, support and train team colleagues</li> <li>• Demonstrate Liaison's core values of hard-work, being caring, honesty and intelligence</li> </ul>
<p><b>Person specification: Experience</b></p> <p><b>Skills &amp; competencies</b></p> <p><b>Qualifications &amp; training</b></p> <p><b>Environmental considerations e.g. use of a car</b></p>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Experience in using a variety of systems within a multifunctional office environment</li> <li>• Confident in the use of Microsoft Office, particularly Excel</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Experience working in a busy service centre environment</li> <li>• Experience with regular process change</li> </ul> <ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Able to build effective working relationships</li> <li>• Planning and organising</li> <li>• Results orientated</li> <li>• Good attention to detail</li> <li>• Excellent communication skills both written and verbal</li> <li>• Active listening</li> <li>• Persuasiveness and influencing</li> <li>• Strong team player</li> <li>• Ability to multi-task</li> <li>• Good numerical skills/data analysis</li> </ul> <p>Essential:</p> <ul style="list-style-type: none"> <li>• Minimum five GCSEs/O level equivalent (grade C or above) including Maths and English</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Relevant customer service qualification</li> </ul> <ul style="list-style-type: none"> <li>• Ability to travel twice a year to different locations for company events</li> </ul>

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 Vincent Road | Worcester | WR5 1BW

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<p><b>Key Performance Indicators</b></p>	<ul style="list-style-type: none"> <li>• Customer satisfaction</li> <li>• Accuracy and quality of work</li> <li>• Delivering service KPIs and SLAs</li> <li>• Enquiries and transactions effectively processed and recorded in appropriate systems</li> <li>• Throughput of work/productivity</li> <li>• Contribution to team goals and objectives</li> <li>• Regularly review processes to drive continual improvement</li> </ul>
<p><b>Miscellaneous:</b></p>	<p>In addition, the postholder will be expected to:</p> <ul style="list-style-type: none"> <li>• Undertake training and development deemed necessary for the pursuance of the post.</li> <li>• Ensure that Health &amp; Safety is observed in the course of employment.</li> <li>• Comply with the contract of employment and company policies and procedures.</li> <li>• Comply with any reasonable requests which may be communicated by the company from time to time</li> </ul> <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>

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