

Current vacancy: **Project Support Administrator**

Location: **Worcester**

Salary: **Competitive**

Job type: **Fixed term for 11 months**
Full time

Closing date: **Monday 16th September**

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 itself is incredibly hard-working, yet down-to-earth and professional, where they are based in a large open plan office. We strive to achieve World Class Customer Experience, with the Project team forming an important part of this.

Main responsibilities

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.

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.

- 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
- 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
- Create and accurately maintain implementation documentation on Liaison's Intranet site
- Accurately set up workforce systems ready for go live
- Create and accurately maintain project records of Microsoft CRM
- Work closely with colleagues across the Service Centre to ensure accurate and timely client implementation handovers to business as usual takes place

Experience and qualifications required:

Experience

Essential:

- Experience in using a variety of systems within a multifunctional office environment
- Confident in the use of Microsoft Office, particularly Excel

Desirable:

- Experience working in a busy service centre environment
- Experience with regular process change

Skills & Competencies:

- Excellent customer service skills
- Able to build effective working relationships
- Planning and organising
- Results orientated
- Good attention to detail
- Excellent communication skills both written and verbal
- Active listening
- Persuasiveness and influencing
- Strong team player
- Ability to multi-task
- Good numerical skills/data analysis

Education:

- Minimum five GCSEs/O level equivalent (grade C or above) including Maths and English



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 by Monday 16th September.

Thank you for your interest in joining Liaison Workforce.

