

Job Description

Job Element	
Job title:	Quality Assurance Administrator
Department:	Workforce
Reports to:	Quality Assurance Supervisor
Location:	Worcester
Permanent, FTC or temporary:	Permanent
Full or part time:	Full time
Job summary:	<p>Complete high-quality testing of software as part of systems development in line with system User Acceptance Testing (UAT).</p> <p>Identify and test service changes and improvements to Liaison Workforce systems and processes by utilising service information, identifying the underlying business issues, and designing, testing and implementing solutions, ensuring a quality delivery.</p> <p>Liaise with the stakeholders, ensuring all parties are clear on development specifications, timescales and expectations.</p> <p>Provide guidance and coaching on the use of STAFFflow and TempRE services.</p>
Principal tasks and activities:	<ul style="list-style-type: none"> • Work closely with colleagues across the Service Centre to ensure timeliness and consistency of UAT service provision • Effectively answer and resolve UAT and quality assurance queries within KPA/SLA requirements. Ensure clients and service users understand their responsibilities in the appropriate application of Liaison services, practices and procedures • Assist in the training of Service Centre colleagues on the TempRE systems on existing and new functionality • Prioritise a high workload, ensuring additional tasks are completed accurately on time • Provide a world class customer experience in line with service expectations. • When called to do so provide outbound calls to Service Centre clients • Effective handling and resolution of inbound queries and cases by

	<p>e-mail and telephone</p> <ul style="list-style-type: none"> • Creating documentation to support new software released such as release notes and training guidance • Effectively update all Service Centre colleagues on new functionality and which processes it may affect • Demonstrate Liaison's core values
<p>Person specification:</p> <p>Experience</p> <p>Skills & competencies</p> <p>Qualifications & training</p> <p>Environmental considerations e.g. use of a car</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Experience of software testing, specifically in User Acceptance Testing (UA) • Confident in the use of Microsoft Office suite particularly Outlook and Excel • System administration experience gained working within a multifunctional environment <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in logging calls and/or queries on an electronic system. • Good coaching skills <ul style="list-style-type: none"> • Excellent customer care and service ethos • Building relationships • Planning and organising • Results orientated • Driving for accuracy and quality • Excellent communication • Active listening • Persuasiveness and influencing • Strong team player • Ability to multi-task • Excellent numerical skills/data analysis/reporting <p>Essential:</p> <ul style="list-style-type: none"> • Minimum five GCSE/O level equivalent (grade C or above) including Maths and English <p>Desirable:</p> <ul style="list-style-type: none"> • Relevant customer service qualification <ul style="list-style-type: none"> • Occasional travel to London / Derby when required
<p>Key Performance Indicators</p>	<ul style="list-style-type: none"> • Customer feedback • Accuracy of work

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	<ul style="list-style-type: none"> • Delivering service within key performance indicators (KPIs) and service level agreements (SLAs) • Enquiries and transactions processed and accurately recorded in appropriate systems • Throughput of work/productivity • Contribution to team goals and objectives
<p>Miscellaneous:</p>	<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>

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