

**Current vacancy:** **Client Support Specialist**

**Location:** **Worcester**

**Salary:** **Competitive salary**

**Job type:** **Permanent**  
**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**

From Worcester we support our clients, where they lean on us for a variety of services. Liaison both monitor NHS clients' spending, as well as support the payroll and engagement of people services. Having grown considerably over the last three years we are keen to acquire the best talent who will be able to support our journey of growth and diversification.

The team itself is incredibly hard-working, yet approachable, where they are based in a large open plan office. They are sociable and have been known to organise 'Come Dine With Me' evenings, Book Clubs and socialise outside of work. They are hard-working and due to opportunities which arise internally, you are encouraged to rise to all challenges.

## **Main responsibilities**

This position is at the heart of our Workforce business, facilitating their processes by dealing with any queries which arise from all stakeholders including our clients, workers and agency, essentially ensuring that everything is running smoothly on our Workforce Management systems.

You will be responsible for answering telephone and email queries, actioning where necessary. This team is the point of contact for a large portion of our Workforce business, therefore the volume of work will be particularly high. You will be expected to manage your workload around the telephone calls which come in throughout the working day.

Administrative duties include validating documents, reviewing and amending contracts and making changes to the system. You may also be expected to produce reports. If you would like more responsibility as time passes the environment is supportive and this dedication will be welcomed.

The position involves a good deal of problem solving, with a variety of system-related queries called in weekly. Although it should be noted that there are KPIs to hit and SLAs to follow, this is not a typical call centre role. It is challenging and interesting work, for people who are keen to stretch their experience and succeed.

## **Experience and qualifications required**

We are not looking for depth of experience, but rather the right attitude and behaviours to succeed in the role. You must have some experience in dealing with shifting priorities throughout your day, all the while being proactive and improving processes where necessary. You must be comfortable and confident on IT systems and have a good attention to detail. No experience is needed in the systems we use, however IT proficiency is a must due to the type of queries which arise from customers.

Office experience is desirable, however we will consider a variety of backgrounds if you can demonstrate good communication skills and the ability to efficiently organise your time. You must also hold a minimum of 5 GCSEs (or equivalent) A-C including Maths and English. This must be clearly written on your CV in order to be considered, and copies of these qualifications will be taken upon acceptance of an offer.



## **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](mailto:jobs@liaisongroup.com).

Thank you for your interest in joining Liaison Workforce.

