



Job Description

Job Element	
Job title:	Client Services Administrator
Department:	Workforce Management
Reports to:	Client Services Manager/ Client Services Consultant
Location:	Site based at one/two client sites
Job summary:	The key purpose of this role is to be part of the client team onsite to support the day to day operation of our Workforce Solutions, to assist them in ensuring the most effective use of the technology and processes and embed the learning in the wider client team.
Qualifications:	<ul style="list-style-type: none"> • Minimum A Level or equivalent • Degree or equivalent is desirable
Profile:	<ul style="list-style-type: none"> • Minimum of two years work experience within a relevant environment desirable (recruitment, onsite HR/recruitment, training). • Ability to communicate clearly, both verbally and in writing. • Attention to detail. • Client (NHS trusts) and candidate (agency workers) focussed. • Ability to work as part of onsite client team. • Ability to build excellent working relationships with client team. • Able to work on own initiative and be self motivated. • Computer literacy is essential especially in the use of spreadsheets, word processing, online systems and remote communications. • Professional manner. • Full UK driving licence as travel to client sites will be required.
Principal Tasks and Activities:	<p>Key Tasks and Responsibilities</p> <ul style="list-style-type: none"> • Work as part of a regional Client Services team providing onsite support for our workforce solutions for one/two allocated clients. • Take a proactive approach to the use of our solutions, form part of the client booking team to ensure the processes are used to their full potential, supporting the bank build, and training and working with client staff and agencies on a day to day basis. • Escalating issues where appropriate, identifying solutions and feeding back new processes to interested parties. • Ensure data security obligations concerning clients and the company are adhered to.
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>