



Job Description

Job Element	
Job title:	Client Services Consultant
Department:	Workforce Management
Reports to:	Client Services Manager
Location:	Home based, but extensive travel to client sites in the UK will be required as part of the role
Job summary:	The key purpose of this role is to support the clients in the pre and post implementation of our Workforce Solutions and to assist them in increasing the utilisation of the process.
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. Analytical and logical in their approach with an attention to detail. Organisational and planning skills with the ability to work to deadlines and targets. Client (NHS trusts) and candidate (agency workers) focussed. 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 implementing and delivering workforce solutions across our client base. Advise and assist the client in increasing their utilisation of the process, including converting existing bookings, and optimising new bookings through training and liaising with client staff and agencies. Build and manage internal and external customer relationships. Provide recommendations for enhancement and improved delivery of the model. Visit to client sites, meet with client staff and participate in meetings as requested including presenting processes and capturing process maps. Escalating issues where appropriate, identifying solutions and feeding back new processes to interested parties. Updating and recording data and management information in an accurate and timely manner. Preparing and presenting reports. Ensure data security obligations concerning clients and the company are adhered to.

Miscellaneous:

In addition the postholder will be expected to :-

- 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.

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.

The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.