


JOB DESCRIPTION

JOB ELEMENT	DETAIL									
SECTION 1 - JOB DETAILS	<p>Job Title: Workforce Quality Assurance Administrator</p> <p>Responsible to: Workforce Quality Assurance Coordinator</p> <p>Department : Workforce Management</p> <p>Location/Base: Worcester</p> <p>JD code : scjd20 (<i>for office use only</i>)</p>									
SECTION 2 - JOB SUMMARY	<p>Plan and manage service changes and improvements to Liaison Workforce Management systems and processes by utilising service information, identifying the underlying business issues, and designing, testing and implementing solutions and ensuring a quality delivery.</p> <p>Complete high quality testing of software as part of TempRE development in line with system User Acceptance Testing (UAT) development.</p> <p>Liaise with the 3rd party software provider on a daily basis, ensuring all parties are clear on development specifications, timescales and expectations.</p> <p>Provides guidance and coaching on the use of STAFFflow and TempRE services.</p>									
SECTION 3 - ORGANISATIONAL CHART/ACCOUNTABILITY	<p>Structure Chart</p>  <pre> graph TD A[Workforce Planning and Information Manager] --> B[Workforce Quality Assurance Co-ordinator] B --> C[Workforce Quality Assurance Administrator] B --> D[Workforce Quality Assurance Administrator] B --> E[Workforce Quality Assurance Administrator] </pre>									
SECTION 4 - KNOWLEDGE, TRAINING, EXPERIENCE AND SKILLS REQUIRED	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #D9E1F2;">CRITERIA REQUIRED</th> <th style="background-color: #D9E1F2;">ESSENTIAL</th> <th style="background-color: #D9E1F2;">DESIRABLE</th> </tr> </thead> <tbody> <tr> <td style="background-color: #D9E1F2;">QUALIFICATION & TRAINING</td> <td> <ul style="list-style-type: none"> Minimum five GCSE/O level equivalent (grade C or above) including Maths and English </td> <td> <ul style="list-style-type: none"> Relevant customer service qualification </td> </tr> <tr> <td style="background-color: #D9E1F2;">KNOWLEDGE & EXPERIENCE</td> <td> <ul style="list-style-type: none"> A minimum two years experience in an administrative/ clerical role Confident in the use of Microsoft Office suite particularly Outlook and Excel. Sound administration knowledge working within a multifunctional environment </td> <td> <ul style="list-style-type: none"> Experience of software testing, specifically in a UAT environment Experience in logging calls and/or queries on an electronic system. Good coaching skills </td> </tr> </tbody> </table>	CRITERIA REQUIRED	ESSENTIAL	DESIRABLE	QUALIFICATION & TRAINING	<ul style="list-style-type: none"> Minimum five GCSE/O level equivalent (grade C or above) including Maths and English 	<ul style="list-style-type: none"> Relevant customer service qualification 	KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> A minimum two years experience in an administrative/ clerical role Confident in the use of Microsoft Office suite particularly Outlook and Excel. Sound administration knowledge working within a multifunctional environment 	<ul style="list-style-type: none"> Experience of software testing, specifically in a UAT environment Experience in logging calls and/or queries on an electronic system. Good coaching skills
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		<p>where applicable.</p>	
<p>SECTION 5 - MAIN DUTIES & RESPONSIBILITIES OF THE POST</p>	<p>SPECIFIC SKILLS</p>	<ul style="list-style-type: none"> • Excellent customer care and service • Building relationships • Planning and organising • Results orientated • Driving for accuracy and quality • Detail handling • Excellent spoken communication • Good numeracy and literacy • Active listening • Persuasiveness and influencing • Strong team player • Ability to multi-task • Ability to maintain a calm and mature attitude at all times • Excellent numerical skills/data analysis/reporting • The ability to motivate through energetic, positive and winning attitudes • Demonstrate Liaison's core values 	
	<p>REQUIREMENTS DUE TO WORKING ENVIRONMENT</p>	<ul style="list-style-type: none"> • Ability to travel to London when required • Ability to travel twice a year to different locations for company events 	
	<ul style="list-style-type: none"> • Works closely with colleagues across the Service Centre to ensure timeliness and consistency of UAT service provision • Effectively answers and resolves UAT and quality assurance queries within key performance indicators (KPIs) expectations • Ensure clients and service users understand their responsibilities in the appropriate application of Liaison services, practices and procedures • Effectively facilitate and encourage greater client and user engagement • Assist in the training of Service Centre colleagues on the TempRE system on existing and new functionality • Prioritise a high workload, ensuring additional tasks, provided by the Quality Assurance Co-ordinator are completed accurately on time within the relevant key performance indicators • Accurately create and distribute internal and external reports on a daily and weekly basis when required • Provides world class customer experience at all times in line with service expectations. • When called to do so provide outbound calls to Service Centre clients • Assist in the training of Service Centre colleagues on the TempRE system on existing and new functionality • Ensuring TempRE development supporting documentation is up to date • Effective handling and resolution of inbound queries and cases by e-mail and telephone within a benchmarked world class service expectation (using a defined set of key performance indicators and service levels) • 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 • When required to assist and cover the Quality Assurance Co-ordinator in their absence 		

<p>SECTION 6 -</p> <p>KEY PERFORMANCE INDICATORS</p>	<ul style="list-style-type: none"> • Customer satisfaction. • Accuracy of work • Delivering service within key performance indicators KPIs and service level agreements (SLAs) • Enquiries and transactions processed and recorded in appropriate systems • Throughput of work/productivity • Contribution to team goals and objectives • Regularly review processes to drive continual improvement
<p>SECTION 7 -</p> <p>OTHER DUTIES</p>	<ul style="list-style-type: none"> • Light or occasionally moderate physical work such as carrying equipment for team meetings may be required • 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>The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.</p>