



Job Description

Job Element	
Job title:	Workforce Support Specialist
Department:	Workforce Management
Reports to:	Support Manager
Location:	Head Office - Worcester
Job summary:	The main purpose of the role is to provide support to clients and users of the STAFFflow and TempRE services. To handle both client and supplier inbound queries, in an effective and efficient manner, ensuring immediate action is taken where necessary. To maintain and enter new starter records onto the online timesheet system accurately and efficiently. To keep management information accurate and up to date, producing reports as and when required.
Qualifications:	Minimum 5 GCSE/O Level equivalent, including English and Maths
Profile:	<ul style="list-style-type: none"> • Customer service experience, minimum 2 years • Organisational skills, time management and prioritisation • Computer literacy – specifically Microsoft suite to include Outlook, Excel, Access • Team player • Mature attitude, and works on own initiative • Ability to multi task • Excellent communication skills with focus on customer service • Ability to produce consistently accurate and high quality work
Principal Tasks and Activities:	<ul style="list-style-type: none"> • Telephone answering and outbound calling • General administrative tasks • Creating and maintaining office documentation • MI report production and distribution • Supporting fellow team members when required • Ad hoc duties as specified by STAFFflow Team • Maintaining confidentiality at all times • Creating and distributing contracts • Maintaining and entering new starter records onto the online timesheet system in a accurate and timely manner • Auditing booking entries • Creating and distributing Commission Reports • Chase timesheets and outstanding information from clients and suppliers.

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>
-----------------------	--