


JOB DESCRIPTION

JOB ELEMENT	DETAIL									
SECTION 1 - JOB DETAILS	<p>Job Title: Workforce Support Supervisor</p> <p>Responsible to: Workforce Support Operations Manager</p> <p>Department: Workforce Management</p> <p>Location/Base: Worcester</p> <p>JD code: scjd08 (for office use only)</p>									
SECTION 2 - JOB SUMMARY	<p>Working within a set of key performance indicators (KPIs) the role requires the supervision of a team of Support Specialists working within a tiered operating model responsible for delivering a high quality and consistent query and case management resolution experience to clients.</p> <p>To organise the team to provide guidance and support in a cost effective and efficient way that positively impacts client effectiveness, efficiency and confidence.</p> <p>To create and embed a team environment oriented to trust, open communication, creative thinking, and cohesive team effort aligned to Liaisons core values of 'hard work, care, honesty and intelligence'.</p> <p>Uses knowledge to coach and develop team members on STAFFflow & TempRE for performance improvement.</p>									
SECTION 3 - ORGANISATIONAL CHART/ACCOUNTABILITY	<p>Structure Chart</p>  <pre> graph TD A[Service Centre Director] --> B[Workforce Support Operations Manager] B --> C[Workforce Support Supervisor] C --> D[Workforce Senior Support Specialist] C --> E[Workforce Support Specialist] C --> F[Workforce Support Specialist] </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 GCSEs/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 four years experience in a customer service role Confident in the use of </td> <td> <ul style="list-style-type: none"> Experience working in a busy service centre environment Experience in logging calls </td> </tr> </tbody> </table>	CRITERIA REQUIRED	ESSENTIAL	DESIRABLE	QUALIFICATION & TRAINING	<ul style="list-style-type: none"> Minimum five GCSEs/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 four years experience in a customer service role Confident in the use of 	<ul style="list-style-type: none"> Experience working in a busy service centre environment Experience in logging calls
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		<p>Microsoft Office suite- particularly Outlook and Excel.</p> <ul style="list-style-type: none"> • Sound administration knowledge working within a multifunctional environment where applicable • A minimum of two years experience in a supervisory role 	<p>and/or queries on an electronic system.</p> <ul style="list-style-type: none"> • Good coaching skills
	SPECIFIC SKILLS	<ul style="list-style-type: none"> • Excellent customer care and service • Building relationships • Planning and organising • Time management and prioritisation • Results orientated • Driving for accuracy and quality • Excellent communication and telephone skills • Strong team player • Ability to upskill and tool up people to equip them for the future • Ability to multi-task • Ability to deal with sensitive and personal information • Ability to maintain a calm and mature attitude at all times • Good numerical skills/data analysis/reporting • The ability to motivate others through energetic, positive and winning attitudes • Ability to maintain a professional manner at all times 	

SECTION 5 -

MAIN DUTIES & RESPONSIBILITIES OF THE POST

- Supervise a team of Support Specialists where in-bound calls and e-mails are addressed and resolved at all times in line with service expectations
- Develop and maintain an ongoing dialogue with clients to validate effective service delivery and promote a positive working relationship for the whole of the Service Centre
- Maintain and demonstrate sound working knowledge of processes and systems in order to provide guidance to team colleagues on how to do their work and help them deal with non-standard enquiries or situations new to them
- Supervise the creation and distribution of accurate internal and external reports on a daily and weekly basis
- Regularly collate information on the performance of individuals within the team against set targets/objectives and agreed key performance indicators for own, manager and client use
- Hold monthly performance reviews with each team member to discuss their performance against the agreed criteria and agree an action plan for the following month.
- Facilitate problem solving and collaboration and act as a point of escalation
- Demonstrate the capability to solve problems, analyse and propose the solutions without waiting to be asked, being led or directed
- Role model the handling of telephone calls in a professional manner at all times
- Provide expertise, direction, guidance and training to clients and service using the online portals
- Ensure all new team members experience a quality and organised (local) induction programme
- Lead by setting a good example (role model), behaviour consistent with words and Liaison core values
- Maintain confidentiality at all times

<p>SECTION 6 - KEY PERFORMANCE INDICATORS</p>	<ul style="list-style-type: none"> • Customer satisfaction • Customer complaints • Team performance and management • Resource management • 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 continuous improvement, team goals and objectives
<p>SECTION 7 - OTHER DUTIES</p>	<ul style="list-style-type: none"> • Undertake training and development deemed necessary for the pursuance of the post • Ensure that Health and 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>