

JOB DESCRIPTION

JOB ELEMENT	DETAIL														
SECTION 1 - JOB DETAILS	Job Title: Workforce Project Support Administrator Responsible to: Operations Manager (Planning & Information) Department: Workforce Management Location/Base: Worcester JD code: <i>scjd11 (for office use only)</i>														
SECTION 2 - JOB SUMMARY	To provide an efficient and timely administrative support to new and existing service users by ensuring implementation schedules and systems are accurately prepared and delivered in a timely way meeting Workforce Management expectation. To instil confidence that information has been received and accurately set up on Service Centre systems prior to new client implementations and maintained throughout their service contract.														
SECTION 3 - ORGANISATIONAL CHART/ACCOUNTABILITY	Structure Chart <div style="display: flex; flex-direction: column; align-items: center; gap: 10px;"> <div style="border: 1px solid black; padding: 5px; margin: 5px;">Service Centre Director</div> <div style="border: 1px solid black; padding: 5px; margin: 5px;">Operations Manager (Planning & Information)</div> <div style="border: 1px solid black; padding: 5px; margin: 5px;">Project Support Supervisor</div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid black; padding: 5px; text-align: center;">Project Support Administrator</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Project Support Administrator</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Project Support Administrator</div> </div>														
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"> Experience in using a variety of systems within a multifunctional office environment Confident in the use of Microsoft Office, particularly Excel </td> <td> <ul style="list-style-type: none"> Experience working in a busy service centre environment Experience with regular process change </td> </tr> <tr> <td style="background-color: #D9E1F2;">SPECIFIC SKILLS</td> <td> <ul style="list-style-type: none"> Excellent customer service skills Able to build effective working relationships Planning and organising </td> <td></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"> Experience in using a variety of systems within a multifunctional office environment Confident in the use of Microsoft Office, particularly Excel 	<ul style="list-style-type: none"> Experience working in a busy service centre environment Experience with regular process change 	SPECIFIC SKILLS	<ul style="list-style-type: none"> Excellent customer service skills Able to build effective working relationships Planning and organising 			
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		<ul style="list-style-type: none"> • Results orientated • Good attention to detail • Excellent communication skills both written and verbal • Active listening • Persuasiveness and influencing • Strong team player • Ability to multi-task • Good numerical skills/data analysis 	
	REQUIREMENTS DUE TO WORKING ENVIRONMENT	<ul style="list-style-type: none"> • Ability to travel twice a year to different locations for company events 	
SECTION 5 - MAIN DUTIES & RESPONSIBILITIES OF THE POST	<ul style="list-style-type: none"> • Ensure clients are kept up to date on the specific Service Centre implementation steps, requirements, ongoing progress and to let clients know their responsibilities to ensure implementations are right first time • Identify and quickly escalate issues (with a recommendation) that could prevent the go live of a project or implementation to Client Services, SAM's and the Service Centre Management team • Create and accurately maintain implementation documentation on Liaison's Intranet site • Accurately set up workforce systems ready for go live • Create and accurately maintain project records of Microsoft CRM • Work closely with colleagues across the Service Centre to ensure accurate and timely client implementation handovers to business as usual takes place • Provide guidance and coaching on the use of STAFFflow and TempRE services to service users and other service centre colleagues • Where required timely and accurate query and case management interpretation and resolution • Prioritise a high workload, ensuring additional tasks are completed accurately and on time • Provide a world class customer experience at all in line with key performance (KPIs) and service level agreements (SLAs) expectations • Provide support, guidance and training to clients and colleagues using the online portals • Where required, support and train team colleagues • Demonstrate Liaison's core values of hard-work, being caring, honesty and intelligence 		
SECTION 6 - KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> • Customer satisfaction • Accuracy and quality of work • Delivering service KPIs and SLAs • Enquiries and transactions effectively processed and recorded in appropriate systems • Throughput of work/productivity • Contribution to team goals and objectives • Regularly review processes to drive continual improvement 		
SECTION 7 - OTHER DUTIES	<ul style="list-style-type: none"> • Undertake training and development deemed necessary for the pursuance of the post • Ensure that Health & Safety is observed during 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>		