

#### Current Vacancy

# Head of Client Services

#### Job location

Remote (Midlands)

#### Salary

£55,000 per annum + bonus and car allowance

#### Job type

Permanent

## About Liaison

Liaison saves the public sector real money in the key areas of finance and workforce management. We're passionate about what we do because we help lots of organisations to improve the way they spend their money – notably the NHS. Founded 30 years ago, we've come a long way since then. Today the company boasts a workforce of more than 250 people with a headquarters located in the historic city of Worcester, along with many remote workers across the length and breadth of the UK.

## The team

You will lead one of the larger teams within Liaison under our Workforce Management division. The team is in the midst of our clients, working remotely out in the field to support the bespoke requirements of multiple trusts. This position sits above each of the Client Services Managers, who look after their individual regional teams.

Due to the nature of remote working, ideally you will be based in the Midlands, with the capability of driving to a variety of locations, from the tips of the South and North of the country.

## Main responsibilities

The key purpose of this role is overall responsibility for WFM client services delivery. You will manage regional teams of people to implement and maximise delivery of WFM services and solutions.

Responsibilities includes:

- Being accountable for overseeing all new service, expansions and upgrade implementations to go-live.
- Being accountable for all aspects of the day to day service delivery of the client services team.
- Managing a remote Client Services team to drive implementations and maximise Liaison revenue through understanding the booking processes and utilisation of the services.
- People management and development.
- Target and objective setting for client services to drive revenue growth.
- Collating and delivering management information related to the overall performance of the client services team.

## Experience/qualifications needed

Above all we are looking for a positive, strong and experienced People Manager. Due to the size and various locations of the team, we need someone who is adept at drawing individuals together, overseeing each of the processes to ensure that we are working effectively and proactively.

An Operations Management background would be desirable, as this role will be relied upon to understand the operational intricacies of the department, as well as holding an excellent understanding of maintaining effective client relationships.

A similar background to Liaison would be highly advantageous but not imperative. Recruitment/Workforce Management/Payroll Managed Services/HR backgrounds are attractive as they would be particularly relevant. However, any in-depth experience of providing complex solutions will be considered.

## Benefits of working for Liaison

Within this role you could be entitled to a competitive bonus and a £3k car allowance.

Liaison believes that working life should be a happy and healthy one.

We offer all staff a wide variety of company benefits as well as the opportunity to get involved in a range of company organised events; from regular physical challenges all the way to bi-annual staff away days and social events - plus others too.

Our wide range of staff benefits aim to have an impact on both home and working life for all staff, while at Liaison.

Liaison promote progression and development, where it is common for people after a period of time to move between roles to strengthen their skills and experience. People are also promoted from within when recognised for their hard-work and relevant skills.

If you would like to be part of Liaison, please send your CV and a covering letter to

**[jobs@liaisonfs.com](mailto:jobs@liaisonfs.com)**

where your application will be reviewed within 7 days.