

Liaison Ltd

JOB DESCRIPTION

JOB ELEMENT	DETAIL														
SECTION 1 - JOB DETAILS	Job Title: CHC Recovery Specialist Responsible to: CHC Recovery Manager Department: VAT & Financial Management Location/Base: Worcester (office based)														
SECTION 2 - JOB SUMMARY	The main purpose of the role is to liaise with clients and suppliers to recover cash savings for the CHC division. To support the off-site advisors, VFM management team and interface directly with suppliers and clients. To keep CRM project information accurate and up to date.														
SECTION 3 - ORGANISATIONAL CHART/ACCOUNTABILITY	Structure Chart <pre> graph TD A[Head of Financial Management] --> B[CHC Recovery Manager] B --> C[CHC Recovery Specialist] B --> D[CHC Recovery Specialist] C --> E[CHC Recovery Specialist] D --> F[CHC Recovery Specialist] G[CHC Recovery 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 GCSEs/O Level equivalent (grade C or above) including Maths and English </td> <td> <ul style="list-style-type: none"> A-level qualifications </td> </tr> <tr> <td style="background-color: #d9e1f2;">KNOWLEDGE & EXPERIENCE</td> <td> <ul style="list-style-type: none"> Demonstrable Administration, Clerical experience Computer literacy, specifically Microsoft suite to include Outlook & Excel Customer service </td> <td> <ul style="list-style-type: none"> Administration experience 2 years + Familiarisation with credit control Managing data </td> </tr> <tr> <td style="background-color: #d9e1f2;">SPECIFIC SKILLS</td> <td> <ul style="list-style-type: none"> Organisational skills, time management and prioritisation. Ability to produce consistently accurate and high-quality work Have excellent communication and interpersonal skills, focus on customer service Team player </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"> A-level qualifications 	KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> Demonstrable Administration, Clerical experience Computer literacy, specifically Microsoft suite to include Outlook & Excel Customer service 	<ul style="list-style-type: none"> Administration experience 2 years + Familiarisation with credit control Managing data 	SPECIFIC SKILLS	<ul style="list-style-type: none"> Organisational skills, time management and prioritisation. Ability to produce consistently accurate and high-quality work Have excellent communication and interpersonal skills, focus on customer service Team player 			
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		<ul style="list-style-type: none"> • Confident and assertive • Results orientated • Driving for accuracy and quality • Detail handling • Excellent telephone skills and spoken communication • 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"> • Managing own workload and accounts • Building a good rapport with clients • Liaising with suppliers, field advisors and clients • Handling both client and supplier inbound and outbound calls, in an effective and efficient manner. • Maintaining CRM system • Reporting findings to clients • Invoicing • Supporting fellow team members when required • Meeting targets • Ensuring reviews are carried out in a timely manner • Ad hoc duties as specified by VFM Management Team • Maintaining confidentiality at all times • Administrative tasks such as progress and final review reports • Protecting sensitive data 		
SECTION 6 - KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> • Customer satisfaction • Accuracy of work, subject to checks • Achieving Key Performance Indicators (KPIs) in line with business requirements • Throughput of work/productivity • Contribution to team goals and objectives 		
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>		