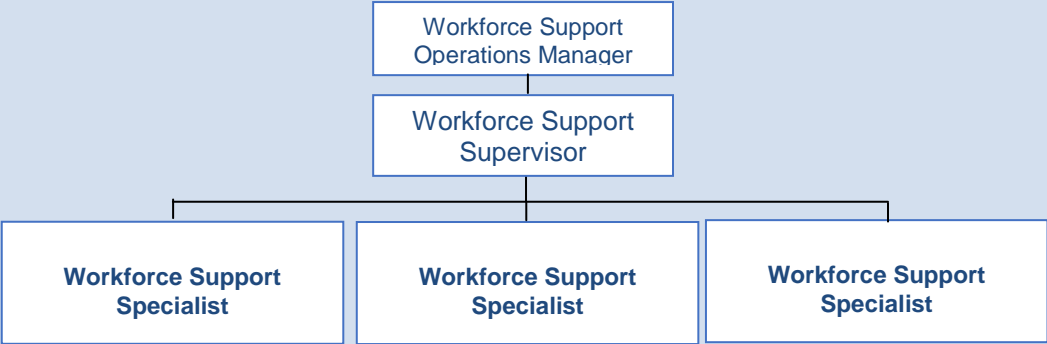


JOB DESCRIPTION

JOB ELEMENT	DETAIL									
SECTION 1 - JOB DETAILS	<p>Job Title: Workforce Support Specialist</p> <p>Responsible to: Workforce Support Supervisor</p> <p>Department: Workforce Management</p> <p>Location/Base: Worcester</p> <p>JD code: scjd14 <i>(for office use only)</i></p>									
SECTION 2 - JOB SUMMARY	<p>Working within a set of key performance indicators (KPIs) to provides a high-quality query and case resolution experience to clients and service users in a way that improves their effectiveness day to day.</p> <p>Guide and coach clients and users on the use of STAFFflow and TempRE services via the telephone, e-mail and the self-serve portal/intranet.</p> <p>Work closely with colleagues within the Service Centre to ensure accurate, timely and consistent service provision.</p>									
SECTION 3 - ORGANISATIONAL CHART/ACCOUNTABILITY	<p>Structure Chart</p>  <pre> graph TD A[Workforce Support Operations Manager] --> B[Workforce Support Supervisor] B --> C[Workforce Support Specialist] B --> D[Workforce Support Specialist] B --> E[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"> Minimum of two years' experience in a customer service role Confident in the use of Microsoft Office suite, particularly Outlook and Excel. Sound administration knowledge within a multifunctional environment </td> <td> <ul style="list-style-type: none"> Experience working in a busy customer service environment Experience in logging calls and/or queries on an electronic system Good coaching skills </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"> Minimum of two years' experience in a customer service role Confident in the use of Microsoft Office suite, particularly Outlook and Excel. Sound administration knowledge within a multifunctional environment 	<ul style="list-style-type: none"> Experience working in a busy customer service environment Experience in logging calls and/or queries on an electronic system Good coaching skills
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	SPECIFIC SKILLS	<ul style="list-style-type: none"> • Excellent customer care and service approach • Building relationships • Planning and organising • Results orientated • Excellent attention to detail, accuracy and quality • Excellent communication skills both written and verbal • Persuasiveness and influencing • Strong team player • Ability to multi-task and maintain a calm and mature attitude at all times • Good numerical skills/data analysis/reporting 	
SECTION 5 - MAIN DUTIES & RESPONSIBILITIES OF THE POST	<ul style="list-style-type: none"> • In line with service expectations, effectively answer and resolve both inbound queries to the service centre • Effectively resolve outstanding queries and cases and where necessary, follow up with outbound calls and e-mails within service expectations • Provide support, guidance and training to clients using the online portal as a source of query and case resolution • Prioritise a high workload, ensuring any additional tasks, are prioritised and completed accurately and on time • Facilitate and encourage greater client and user engagement • Accurately create and distribute internal and external reports on a daily and weekly basis • Chase timesheets and outstanding information from clients and suppliers system • Accurately audit booking entries • Ensure internal and external KPIs and service level agreements (SLAs) are met • Where required support and train fellow team members • Ensure clients and users are aware of their responsibilities in the appropriate application of Liaison services, practices and procedures • Demonstrate Liaison's core values 		
SECTION 6 - KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> • Customer satisfaction. • Accuracy of work • Enquiries and transactions processed and recorded in appropriate systems • 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 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 the 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>		