

Job Description

Job Element	
Job title:	Head of Workforce Client Services
Department:	Workforce Effectiveness Division
Reports to:	Customer Operations Director
Location:	Home based, but extensive travel to client/Liaison sites will be required as part of the role.
Job summary:	<p>The key purpose of this role is overall responsibility for WE client services delivery.</p> <p>Managing regional teams of people to implement and maximise delivery of WE services and solutions.</p> <p>Building and involved in managing relationships internally with Senior Account Managers and WE Service Operations.</p>
Qualifications:	<ul style="list-style-type: none"> • Minimum A Level or equivalent • Degree or equivalent is desirable
Profile:	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrable experience of remote team management to motivate and drive performance • Strong project & process implementation and management skills • Ability to engender a positive, pro-active and effective culture within the team • Strong problem resolution and management skills • Service and client focused • Excellent team working (good collaboration and negotiation skills at all levels) • Able to communicate clearly; both verbally and in writing. • Able to work on own initiative and be self-motivated. • High level of energy and a willingness to travel. • Full UK driving licence as travel to client sites will be required. <p>Desirable:</p> <ul style="list-style-type: none"> • Demonstrable experience within a relevant environment (outsourced service delivery e.g. RPO, HR/Payroll Managed Services) • Knowledge of public sector, preferably NHS experience.
Principal Tasks and Activities:	<p>Key Tasks and Responsibilities</p> <ul style="list-style-type: none"> • Be accountable for overseeing all new service, expansions and upgrade implementations to go-live. • Be accountable for all aspects of the day to day service delivery of the client services team. • Manage a remote Client Services team to drive implementations and maximise Liaison revenue through understanding the booking processes and utilisation of the services. • Responsible for people management and development. • Responsible for target and objective setting for client services to drive revenue growth. • Be responsible for collating and delivering management information related to the overall performance of the client services team. • Proactively drive a client centric service mentality, efficiencies and improvements e.g. continuous service improvement, root cause analysis etc. and implement changes to prevent recurrence. • Encourage ideas and suggestions from the team in relation product/solution enhancements in accordance with client and Liaison business requirements. • Build and maintain relationships with stakeholders throughout the company, principally Senior Account Managers and WE Service Operations identifying and capitalising on new opportunities for increasing the scope of work.

	<ul style="list-style-type: none">• Manage the client services team resource plan to ensure that agreed targets are met and prepare business and headcount proposals to meet forecast changes in the level, type or quality of service.• Ensure data security obligations concerning clients and the company are adhered to.
Miscellaneous:	<p>In addition the postholder will be expected to :-</p> <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 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>