

#### Current Vacancy

# Client Fund Recovery Advisor

#### Job location

Worcester

#### Salary

£18,000 + £4k discretionary bonus

#### 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

This close-knit finance team is responsible for recovering our clients' overcharges from their providers. The team get on well, and work together to reach departmental targets. The team is provided with regular get-togethers, both on a company wide basis, but also within the department. They also socialise on occasion outside of work. The environment is hard-working yet relaxed in nature.

## Main responsibilities

You will be responsible for interpreting our clients' data to see where any anomalies or discrepancies might lie. Essentially our NHS clients will use a variety of providers, charging them for their services. A variety of discrepancies will be highlighted after reviewing this information. Much of the time there are overlaps in charges, which means that our client has paid the provider twice for a service.

It is your responsibility to contact the provider to organise a refund. Some investigatory work may need to be done, to establish what exactly has occurred. You will therefore need to be naturally inquisitive.

The team is targeted to chase claims within a specific period of time to ensure that the process is moving forward at all times.

## Experience/qualifications needed

We are looking for an individual who is highly numerate and a good communicator, both written and verbal. Due to the nature of the work you must be comfortable liaising with providers and clients over the phone and via email to conduct investigatory work and probe any insufficient answers which are given.

This position would suit someone who has a little administrative experience, who can demonstrate that they are highly organised and proactive in nature. You must be able to work towards set targets, which will ensure that you receive your generous quarterly bonus.

Knowledge or experience within credit control or sales ledger is highly desirable, as although we are working with clients' funds, the process is very similar.

You must hold a minimum of 5 GCSEs (or equivalent) A-C including Maths and English

## Benefits of working for Liaison

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.