

#### Current Vacancy

# Client Services Administrator

#### Job location

Manchester (multi-site)

#### Salary

£19,000 – 20,000 per annum

#### Job type

Permanent, On-site with clients

## 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, an office in Derby, along with many remote workers across the length and breadth of the UK.

## The team

The team is spread over a network of specialists across the UK. You will be part of a talented team, who work alongside the NHS to make improvements on managing their temporary Workforce. We are innovative, intelligent and practical in our approach to making efficiencies.

The team meets regularly to share best practice and build connections, however everyone is highly autonomous and dedicated to their group of clients. This translates to each individual holding a level of decision-making ability and flexibility to support our clients in the best way necessary.

This position is **based around multiple sites in Manchester**, you will therefore have a **full driving license and access to a car** to be able to fulfil the role.

## Main responsibilities

We support the NHS with their workforce effectiveness, ensuring that they are simplifying their processes and making not only the best decisions for supporting their clients, but also the most commercial decisions.

We have devised our own technology platforms to support these processes. As a team we raise savings opportunities with Directors and work closely with the staffing team to reduce reliance on temporary resource through better management of rotas, tracking and encouraging substantive recruitment.

You will be expected to take a proactive approach to the use of our solutions, form part of the client booking team to ensure the processes are used to their full potential, supporting the bank build, and training and working with client staff and agencies on a day to day basis. You will escalate issues where appropriate, identify solutions and feed back new processes to interested parties.

As an area administrator you will support multiple clients with their administration needs. Each trust works slightly differently which means that you will need to adapt to different processes for each client.

## Experience/qualifications needed

You must be educated to a minimum of 5 GCSE level qualifications grade A-C (or equivalent – including Maths and English) to be considered. As our industry is so niche, you will not be expected to have done the same position previously, however experience within a relevant environment such as recruitment, onsite HR/Recruitment, or temporary staffing is highly desirable.

It is essential that you are able to demonstrate that you are able to pick tasks and systems up quickly. You will be organised and able to manage a high, but fluctuating workload.

As there could be some home working, you are expected to motivate yourself and manage your own workload.

## 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.

We offer:

- 23 days holiday initially, which increases year on year up to 28 days
- Private Healthcare for you and friends and family
- Childcare vouchers • Company days/social events
- Pension
- Life Assurance 4 x salary

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.