


Liaison Ltd

JOB DESCRIPTION

JOB ELEMENT	DETAIL
SECTION 1 - JOB DETAILS	Job Title: Workforce Quality Assurance Administrator Responsible to: Workforce Quality Assurance Coordinator Department: Workforce Effectiveness Location/Base: Worcester JD code: scjd10
SECTION 2 - JOB SUMMARY	<p>To plan and manage service changes and improvements to Liaison workforce systems and processes by utilising service information, identifying the underlying business issues, designing, testing and implementing solutions and ensuring benefit delivery. This includes:</p> <ul style="list-style-type: none"> • Completing high quality testing of software as part of TempRE development in line with User Acceptance Testing (UAT) development timetables and processes. • Liaising with the 3rd party software provider on a daily basis, ensuring all parties are clear on development specification, timescales and expectation both internally and externally. • Providing guidance and coaching on the use of STAFFflow & TempRE services. • Carrying out query and case management interpretation. • Effective handling and resolution of inbound queries and cases by e-mail and telephone within a benchmarked world class service expectation (using a defined set of key performance indicators and service levels). • An exceptional level of client service by living and demonstrating Liaison's core values of 'care, honest, inspire and guide'.
SECTION 3 - ORGANISATIONAL CHART/ACCOUNTABILITY	<p style="text-align: center;">Structure Chart</p>  <pre> graph TD A[Workforce Planning and Information Manager] --> B[Workforce Quality Assurance Co-ordinator] B --> C[Workforce Quality Assurance Administrator] B --> D[Workforce Quality Assurance Administrator] B --> E[Workforce Quality Assurance Administrator] </pre>

SECTION 4 - KNOWLEDGE, TRAINING, EXPERIENCE AND SKILLS REQUIRED	CRITERIA REQUIRED	ESSENTIAL	DESIRABLE
	QUALIFICATION & TRAINING	<ul style="list-style-type: none"> Minimum 5 GCSE/O level equivalent- including Maths and English. 	<ul style="list-style-type: none"> Relevant customer service qualification.
	KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> Experience in an administrative/ clerical role Minimum 2 years. Confident in the use of Microsoft Office suite- particularly Outlook and Excel. Sound administration knowledge within a multifunctional environment in where applicable. 	<ul style="list-style-type: none"> Experience of software testing- specifically in a UAT environment. Experience in logging calls and/or queries on an electronic system. Good coaching skills.
	SPECIFIC SKILLS	<ul style="list-style-type: none"> Excellent customer care & service. Building relationships. Planning & organising. Results orientated. Driving for accuracy & quality. Detail handling. Excellent telephone skills. Excellent spoken communication. Good numeracy and literacy. Active listening. Working Together. Persuading & influencing Strong team player. Ability to multi-task and provide world-class customer service. Deal with sensitive and personal information. Ability to maintain a cool head Excellent numerical skills/data analysis/reporting. The ability to motivate through energetic, positive and winning attitudes. Through living and demonstrating Liaison's core values of 'care, honest, inspire and guide' provide a world class customer experience. 	
	REQUIREMENTS DUE TO WORKING ENVIRONMENT	<ul style="list-style-type: none"> Ability to travel to London when required. Ability to travel twice a year to different locations for Company Day meetings. 	
SECTION 5 - MAIN DUTIES & RESPONSIBILITIES OF THE POST	<ul style="list-style-type: none"> Work closely with colleagues across the Service Centre to ensure timeliness and consistency of UAT service provision. Ensure clients and service users understand their responsibilities in the appropriate application of Liaison services, practices and procedures. Effectively facilitate and encourage greater client and user engagement. Prioritise a high workload, ensuring additional tasks, provided by the Quality Assurance Co-ordinator are completed accurately on time within the relevant key performance indicators. 		

	<ul style="list-style-type: none"> • Accurately create and distribute internal and external reports on a daily and weekly basis when required. • Provide world class customer experience in line with service expectations. • Answer and resolve effectively relevant UAT and quality assurance queries with key performance expectations. • Occasionally provide outbound calls to Service Centre clients. • Assist in the training of Service Centre colleagues on the TempRE system on existing and new functionality. • Ensure TempRE development supporting documentation is up to date. • Create and distribute internal and external reports. • Create documentation to support new software released such as release notes and training guidance. • Effectively update all Service Centre colleagues on new functionality and which processes it may affect. • When required assist and cover the Quality Assurance Co-ordinator in their absence.
<p>SECTION 6 -</p> <p>KEY PERFORMANCE INDICATORS</p>	<ul style="list-style-type: none"> • Customer Satisfaction. • Accuracy of work. • Delivering service within key performance indicators (kpis) and service level agreements (slas). • Enquiries and transactions processed and recorded in appropriate systems. • Throughput of work/productivity. • Contribution to team goals and objectives. • Regularly review processes to drive continual improvement.
<p>SECTION 7 -</p> <p>WORKING CONDITIONS</p>	<ul style="list-style-type: none"> • The work is office based and the post-holder is a Display Screen Equipment user • Light or occasionally moderate physical work such as carrying equipment for team meetings may be required. • The workload will be varied and unpredictable so initiative is required to prioritise, resolve problems undertake analysis or investigation including following up enquiries and obtaining information from other members of staff. • Undertake training and development deemed necessary for the pursuance of the post. • Ensure that Health & Safety policies are adhered to at all times. 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. • The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector. • Adhere to ISO 27001. • Adhere to the Data Protection Act, ensuring data is protected at all times and confidentiality maintained.
<p>SECTION 8 -</p> <p>JOB DESCRIPTION AGREEMENT</p>	<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>