

## Job title

# Client Services Administrator

## Job summary

**Responsible to**

Client Services Manager

**Department**

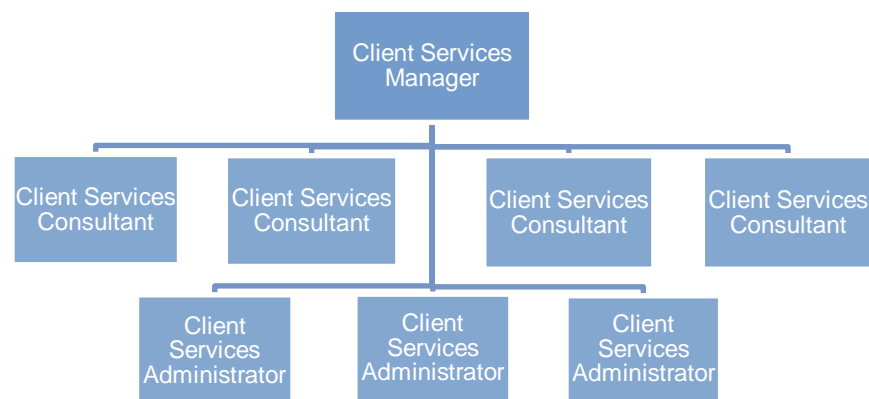
Workforce Effectiveness

**Location/base**

Manchester area

**JD code** *(for office use only)*

## Organisational chart / accountability



## Main duties and responsibility of the post

- Work as part of a regional Client Services team providing onsite support for our workforce solutions for multiple allocated clients.
- 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.
- Escalate issues where appropriate, identifying solutions and feeding back new processes to interested parties.
- Ensure data security obligations concerning clients and the company are adhered to.
- Local point of contact for departments for TempRE/STAFFflow related issues
- Add jobs onto the TempRE/STAFFflow system – seeking further information from departments as required
- Ensure Trust releases vacancies as per Trust tiering structures on TempRE/STAFFflow system.
- Assist booking teams with general admin duties as agreed with Regional CS Manager
- Assist with weekly timesheet chasing and queries
- Assist locums with queries regarding their booking/payment
- Supply periodic reports for the Medical HR for TempRE/STAFFflow/Direct Engagement utilisation/ NHSI ratecaps
- Supply ad hoc reports as required eg bookings/agency spend/bank fill rates
- Train new users and provide refresher training for existing users

## Knowledge, training, experience and skills required

### Criteria required

#### *Essential*

Demonstrable administration experience

#### *Desirable*

Demonstrable experience within a relevant environment desirable (recruitment, onsite HR/recruitment, training).

### Specific skills

#### *Essential*

Ability to communicate clearly, both verbally and in writing.

Attention to detail.

Ability to build excellent working relationships with client team.

Computer literacy is essential especially in the use of spreadsheets, word processing, online systems and remote communications.

### Qualification & training

#### *Essential*

Minimum A Level or equivalent

#### *Desirable*

Degree or equivalent is desirable

### Requirements due to working environment

#### *Essential*

Must be able to drive and have access to own vehicle

### Motivation

#### *Essential*

Client (NHS trusts) and candidate (agency workers) focussed.

Able to work on own initiative and be self-motivated.

## Key performance indicators

It is necessary to gain a full understanding of:

- Liaison – background, corporate structure, divisions, SMT, key products and services
- WFM – full understanding of WFM products and services – DE, Bank, Weekly Payroll, Disbursement
- NHS – structure, NHS England, NHSi, Frameworks, Specialities, Grades, Banding, Staff groups, jargon and abbreviations, management structure (finance, HR, Procurement)
- Systems – ability to demo and train on STAFFflow and TempRE
- Factors affecting utilisation, actions to improve utilisation and revenue targets
- Agency market – biggest suppliers, framework and non-frameworks, procurement challenges and market scenarios
- Complete all client centric webinars
- Complete DPA/ISO27001/IT security

## Other duties

- Undertake training and development deemed necessary for the pursuance of the post.
- Ensure that Health & Safety is observed during 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

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.

The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.