



## Job Description

Job Element	
<b>Job title:</b>	<b>Client Services Consultant</b>
<b>Department:</b>	Workforce Effectiveness
<b>Reports to:</b>	Client Services Manager
<b>Location:</b>	Home based, but extensive travel to client sites in the region will be required as part of the role
<b>Job summary:</b>	The key purpose of this role is to support the clients in the pre and post implementation of our Workforce Solutions and to assist them to maximise savings and efficiencies
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• Minimum A Level or equivalent</li> <li>• Degree or equivalent is desirable</li> </ul>
<b>Profile:</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience within a relevant environment desirable (recruitment, onsite HR/recruitment, training)</li> <li>• Ability to communicate clearly, both verbally and in writing</li> <li>• Ability to influence senior level stakeholders</li> <li>• Analytical and logical in approach with high attention to detail</li> <li>• Consultative approach to client management</li> <li>• Strong organisational and time management skills with the ability to work to deadlines and targets.</li> <li>• Client (NHS trusts) and candidate (agency workers) focussed</li> <li>• Ability to work on own initiative and be self-motivated</li> <li>• Computer literacy is essential especially in the use of Excel spreadsheets, Word, Powerpoint and CRM</li> <li>• Professional manner and able to communicate effectively and all levels</li> </ul>
<b>Environmental considerations</b>	<ul style="list-style-type: none"> <li>• Full UK driving licence as travel to client sites will be required.</li> <li>• Adaptability to working in multiple sites</li> </ul>
<b>Principal Tasks and Activities:</b>	<p><b>Key Tasks and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Working as part of a regional Client Services team implementing and delivering workforce solutions across our client base</li> <li>• Advising and assisting the client to maximise savings and efficiencies.</li> <li>• Building and managing internal and external customer relationships</li> <li>• Providing recommendations for enhancement and improved delivery of the model</li> <li>• Visiting client sites, meeting with client staff and participating in meetings as requested including presenting processes and capturing process maps</li> <li>• Escalating issues where appropriate, identifying solutions and feeding back new processes</li> <li>• Updating and recording data and management information in an accurate and timely</li> </ul>

	<p>manner</p> <ul style="list-style-type: none"> <li>• Manipulation of data to produce reports to be presented to the client</li> <li>• Ensuring data security obligations concerning clients and the company are adhered to</li> </ul>
<b>Key Performance Indicators</b>	To be confirmed
<b>Miscellaneous:</b>	<p>In addition, the postholder will be expected to:-</p> <ul style="list-style-type: none"> <li>• Undertake training and development deemed necessary for the pursuance of the post.</li> <li>• Ensure that Health &amp; Safety is observed in the course of employment.</li> <li>• Comply with the contract of employment and company policies and procedures.</li> <li>• Comply with any reasonable requests which may be communicated by the company from time to time.</li> </ul> <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>