

#### Current Vacancy

# Client Services Manager

#### Job location

Midlands

#### Salary

Competitive + bonus

#### Job type

Permanent, full time

## About Liaison

Liaison saves the public sector real money in the key areas of finance and workforce effectiveness. 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, a technical team in Derby, along with many remote workers across the length and breadth of the UK.

## The team

You will be cover a region of our client sites spanning the Midlands. The wider Client Services 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 creating 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.

## Main responsibilities

To support clients to maximise the utilisation of our solutions through own intervention and the effective management of a remote regional team.

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

You will be the escalation point for the relationship with our clients to ensure that the delivery of our service is effective. Teams consist of between 5-10 staff, requiring hands-on day-to-day management such as setting targets and objectives, providing guidance and training, and ensuring consistency and high-quality support across each client.

You will ensure that your team is able to interpret complex data, converting this data into legible formats, reporting to the client and making recommendations where necessary. We monitor usability of service, but more importantly the cost saving to the client.

## Experience/qualifications needed

Ideally we are looking for someone with experience in Client Services management, where delivery is paramount.

We are looking for:

- Demonstrable experience managing a high performing team
- Client relationship development and management

- Delivery of KPIs
- Performance management
- Resource management
- Self-motivated and able to work on own initiative
- Professional and approachable
- Collaborative team member
- Customer focused
- Able to work under pressure
- Clear and effective communicator, both verbally and in writing.
- Analytical and logical with a keen attention to detail
- Well organised and able to prioritise
- Some experience within a relevant environment desirable (recruitment, onsite HR/recruitment, training, BPO) – *highly desirable*. Other industries considered if nature of the role is similar.

Also:

- Minimum A Level education or equivalent
- Degree or equivalent is desirable

*Must be happy to travel between sites regularly and own your own car.*

### Benefits of working for Liaison

There is a discretionary quarterly bonus within this position once the probation has been passed.

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 yearly upto 28 days
- Private Healthcare for you and friends and family
- Childcare vouchers
- Company days/social events
- Pension
- Life Assurance 4 x salary

If interested in working for Liaison please apply today.

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.