



Job Description

Job Element	
Job title	Client Services Manager
Department	Liaison Workforce Customer Operations
Reports to	Customer Operations Director
Location	Home based, but extensive travel to client sites will be required as part of the role
Permanent/FTC or Temporary	Permanent
Length of contract if FTC or temporary	N/A
Full or part time	Full time
Job summary	To support clients to maximise the utilisation of our solutions through own intervention and the effective management of a remote regional team.
Principal Tasks and Activities	<ul style="list-style-type: none"> • Management and development of the regional client services team • Effective utilisation of resources to provide world class customer service • Provision of advice, guidance, training and support to enable the development of team members • Setting of targets and objectives; utilising monthly 1-1s, annual appraisals and development plans to monitor and support • Supporting recruitment activity and ensuring successful induction into the business • Delivery of workforce solutions into a defined client base • Ensure consistent application of process and procedure across the region • Build and manage effective client relationships at all levels • Advise and assist the client in maximising utilisation of the solutions • Identify opportunities to add value through the provision of additional services; liaising with Commercial team members to recognise these • Develop collaborative relationships across the Customer Operations team and the wider Workforce business • Provide recommendations for enhancement and improved delivery of solutions and supporting technology. • Prepare, interpret and present client reports via monthly operational reviews to provide insight • Escalate any issues where appropriate, identifying solutions and feeding back suggestions for new processes • Accurate recording of data and management information via CRM

<p>Person specification</p> <p><i>Experience</i></p> <p><i>Skills & Competencies</i></p> <p><i>Qualifications & training</i></p> <p><i>Environmental considerations i.e. Use of a car</i></p>	<ul style="list-style-type: none"> • Management and development of high performing teams • Client relationship development and management • Delivery of KPIs • Performance management • Resource management <ul style="list-style-type: none"> • Self-motivated and able to work on own initiative • Professional and approachable • Collaborative team member • Customer focussed • 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 <ul style="list-style-type: none"> • Minimum A Level or equivalent • Degree or equivalent is desirable <ul style="list-style-type: none"> • Use of a car
<p>Key Performance Indicators</p>	<ul style="list-style-type: none"> • Utilisation of services • Achievement of targeted hours booked and paid • Management of on-site hours
<p>Miscellaneous</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>