



Job Description

Job Element	
Job title:	Head of Customer Support
Department:	Liaison Workforce Customer Operations
Reports to:	Customer Operations Director
Location:	Worcester with occasional travel
Permanent/FTC or Temporary:	Permanent
Full or part time:	Full time
Job summary:	To oversee the Service Centre to ensure delivery of world class customer service to internal and external clients.
Principal Tasks and Activities:	<ul style="list-style-type: none"> • Management of the Worcester Service Centre (approx. 60 people) • Management, support and development of the Service Centre management team • Effective utilisation of resources to provide world class customer service • Ensure the delivery of organisational KPIs • Building effective relationships and working collaboratively with other teams across the business • Ensure consistent application of process and procedure across the Service Centre • Provide an escalation point for customer queries • Act as a role model, demonstrating Liaison's core values of Care, Honesty, Inspire and Guide • Deputise for the Customer Operations Director when required
Person specification:	
Experience	<ul style="list-style-type: none"> • Open and approachable management style • Ability to inspire trust and confidence • Customer focussed • Results oriented • Decisive with a common- sense approach to problem solving • Able to motivate and inspire to achieve • Self-motivated and able to work on own initiative • Adaptable and flexible in approach • Collaborative and supportive team member • Confident to challenge to achieve the right outcome • Instigator of change and new ideas • Management and development of large, high performing teams • Achievement and delivery of organisational KPIs and objectives

<p>Skills & Competencies</p> <p>Qualifications & training</p> <p>Environmental considerations i.e. Use of a car</p>	<ul style="list-style-type: none"> • Performance management and people development • Service delivery in a complex environment • Effective change management • Continuous improvement and identification of best practice • Capacity planning and resource management <ul style="list-style-type: none"> • Effective communicator, both verbally and in writing • Ability to absorb, analyse and translate complex information • Excellent planning and organisational skills • IT proficient • Project management experience • Process redesign • Performance management and development • Well organised and able to prioritise <ul style="list-style-type: none"> • Educated to degree level or equivalent • Evidence of continuous professional development <ul style="list-style-type: none"> • Occasional travel will be required
<p>Key Performance Indicators</p>	<ul style="list-style-type: none"> • Delivery of Service Centre KPIs for all areas, Support, Payroll, Quality Assurance, Project support • Client satisfaction surveys • Staff satisfaction surveys • Net promoter scores • Project delivery
<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>