



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Consultant Liaison Specialist
Reports to:	Senior Consultant Technical Manager
Location:	International House
Department:	QAC Operations

2. ABOUT THE ROLE	
What you'll be doing?	<ul style="list-style-type: none"> • Liaising with consultants on issues ranging from; holiday & sickness requests, training requirements etc. • Supporting internal stakeholders [Account Managers, Technical Managers etc.] to effectively communicate updates to consultants. • Travelling to client sites to perform site appointments, social events and consultant reviews • Monitoring and archiving client feedback
Key Responsibilities	<ul style="list-style-type: none"> • Administer and maintain consultant records in business critical systems. • Act as the first point of contact for any/all consultant queries. • Assisting with appraisals scheduling, preparation and admin • Support the Consultant on-boarding processes, prior to client deployments • Supporting with pre-deployment presentations and processes
KPIs & SLAs	<p>The performance in the role will be partly measured by regular consultant feedback survey responses, by means of a widely recognised scoring process, regular reviews by the Consulting Management Team and system led KPI 's for performance in relation to consultant contact and issues management.</p> <p>Additionally, annual performance review/appraisals will be undertaken</p>
Key Working Relationships	<p>Onsite Consultants</p> <p>Client Account Managers</p> <p>Consultant Liaisons</p> <p>Consultant Technical Managers</p>

	<p>Academy Graduates</p> <p>Consultant Management Team [Consulting Director & Consulting Operations Manager]</p>
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3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> Excellent attention to detail Strong communication skills Good administrative skills Good organisational skills An outgoing & approachable personality
Your Knowledge	<ul style="list-style-type: none"> A good working knowledge of MS Outlook, Word, Excel and Teams will be beneficial.
Your Qualifications	<ul style="list-style-type: none"> Previous administrative or recruitment administration experience would be ideal, but not necessary
What you'll bring to QA	<ul style="list-style-type: none"> Immediate start preferred A willingness to travel within the UK, is essential

4. ABOUT QA

About us	<p>We shape the next generation of technologists, leaders and innovators.</p> <p>By powering potential – the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p>Why we do learning</p> <p>For over 30 years, we've worked in technology – where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries – they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p> <p>And this is where we come in.</p> <p>People advancing their knowledge in technology – to enrich society – build a new culture – better how we live our lives, and how we work together. People are learning to use technology to drive phenomenal change. This is our passion – powering their potential.</p>
We promise to be	<p>Bold</p> <p>o Ambition is great. We set ambitious</p>

	<p>targets - holding ourselves and others to ever-higher standards.</p> <ul style="list-style-type: none">o We contribute (insightfully) to the debate inside and outside QA.o We move. Quickly. We respond to your needs - fast. <p>Collaborative</p> <ul style="list-style-type: none">o We spend time getting to know you- our learners and our customers - to earn your trust.o We connect a solution to your problem- we have tonnes of different services to help you.o We're the positive person who actively gets stuck in to solving problems. <p>Progressive</p> <ul style="list-style-type: none">o We embrace change - and support it.o We challenge ourselves to use the latest technologies and methods - no matter how out there.o We're curious - about what you do, about what the person next to you does, about our customers and our learners.
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<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives - you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years) - with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> o Season ticket loan o Corporate gym membership o Cycle to work scheme
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