

# Liberata – Barrow-in-Furness Shared Service Centre

Liberata is one of the UK's leading providers of outsourced business processes. With over 2,500 employees across more than 15 UK locations, Liberata improves, streamlines and simplifies complex operational processes, with a strong commitment to delivering 'Value for Money' to its clients and to making a contribution to the communities within which it works.

## Job Roles in Barrow

- Revenues Officers
- Benefits Assessors
- Customer Services - front facing/call centre
- Leadership
- HR & Finance
- IT
- Public Access/Reception

## Competitive Salary

Example salaries:

Revenues Officer (£12,417 – £20,178)

Benefits Assessor (£12,417 - £25,869)

Customer Services (£13,969 - £20,178)

Salary progression is based on competency and experience. Part-time employees paid pro rata.

## Applicant Requirements

### Essential

- GCSEs grade A-C in Maths & English
- IT literate – a good working understanding of Word, Excel and Outlook
- Excellent communication skills
- Friendly and enthusiastic manner
- Able to work under pressure and achieve targets both supervised and unsupervised
- Accuracy & Flexibility

### Desirable

- Previous office experience
- Knowledge of council tax/housing benefits
- Experience of document management systems

## Employee Benefits

### Holidays

Our holiday entitlement includes 25 days paid annual leave and 8 bank holidays (pro rata for part-time employees).

### Flexible Working

Many of our employees are able to work on a flexi-time basis, allowing them to start between 7.30 - 9.30am and finish from 4pm.

### Pension Scheme

In order to help our employees to plan ahead we have designed the Liberata Defined Contribution Pension Scheme. Our scheme is a contributory stakeholder arrangement allowing our employees to benefit from additional company contributions into their pension fund. All employees have the option to join our scheme upon commencement with the company.

## Barrow Employee Benefits

### Car Parking

Free parking on-site for all employees.

### Social Committee

Arrange annual events, including five-a-side football tournaments.

### Gym

Free on-site gym for Liberata employees with the option to introduce a friend.

## Pay & Grading Scale

Liberata has a systematic and consistent approach to defining the relative worth of jobs within a workplace. It is a method of comparing different roles across different functions across the business.

It also aims:

- To be fair and consistent in how it pays employees
- To provide a transparent, graded pay structure
- To provide career progression through incremental progression linked to competence; employees move up the grade annually until they reach the top of the grade
- To comply with equality legislation

## Training & Development

At Liberata the training and development of our staff is a vital part of the success of our business. We apply a blended approach to our training and development programme, employing e-learning, classroom training, coaching and mentoring to meet our four strategic areas of training and development:

- Basic office skills
- Technical training
- Management skills
- Leadership development

Training needs are identified on a continuous basis through our New Starter process, six-monthly Employee Performance Reviews (EPR) and regular individual sessions to review objectives and progress. The EPR provides a direct link from development needs to development opportunities.

Internally, our in-house training programme focuses on technical training, aligned to our business processes.

We also encourage employees to study relevant professional qualifications such as IRRV, CIMA and CIPD.

## Liberata Advantage Scheme

Liberata employees are at the heart of everything we do. In recognition of this we seek to reward their dedication and commitment through the 'Liberata Advantage' employee Benefits scheme. Through this scheme we provide a number of employee benefits, including:

### Childcare vouchers

Childcare vouchers provide employees with a convenient and tax efficient method of budgeting, reducing the cost of, and paying for a variety of forms of childcare provision.

### Discount shopping – Liberata Lifestyle

Liberata lifestyle is a discount shopping scheme accessed via the internet. The scheme provides access to a wide range of special offers and discounted shopping including travel, CD's, DVD's, clothing, electrical goods, books and activity days.

### Employee Assistance Programme

To provide our employees with a comprehensive support system, we have joined forces with AXA PPP Healthcare to provide a free, 24-hour, confidential helpline. The programme offers employees, their family members and friends access to trained advisors and counsellors able to provide confidential advice on a range of personal and professional issues.

**To apply please contact Jane Foote or Rachael Anderson from our HR Team:**

**Liberata UK Ltd**

**Lake House**

**Phoenix Road**

**Barrow-in-Furness**

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