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JOB SPECIFICATION (2010)		JSN	
Position Title	RG Quality & Compliance Military Liaison Officer (QCMLO)	Date Approved	
Unit	HQ RG	Approved By	
Location	Headquarters (HQ) Recruiting Group (RG) - Upavon	TLB	
Establishment Type	Established	Rank/Grade	
Establishment/OET Ref	810019	Service/Type/Arm	
UIN/SLIM/JPA PID	A0049A, 01338588, 2140797 , FTRS(HC)	Exch/NATO/JSRL No	
Incumbent	WO2 Shane Harlin	Staff/Command	
E-mail	Shane.Harlin921@mod.gov.uk	WTE/MSTAR	
Phone Number	03001585058	Manning Priority	
Security Status/Caveats	DBS	Assignment Length	
Reporting Chain		Primary Career Field	
1 st RO	SO2 G1 RG	Sub Field 1	
2 nd RO	CO RG	Secondary Field	
3 rd RO		Sub Field 2	
Unit Role: Deliver the right quantity and quality of Regular and Reserve officer and soldier candidates into training, in order to meet the operational requirements of the Army.			
Position Role: The Military Liaison Officer acts as a 2IC to the Quality Compliance Director, deputising as required, and provides guidance and support to the wider Business Performance function ensuring its goals, purpose and objectives are realised.			
Responsibilities:			
<ol style="list-style-type: none"> 1. Support the Quality and Compliance Director in the adherence to quality, compliance, and audit. 2. Support the Quality & Compliance Director with maintaining business resilience. 3. Liaise between the Army and our commercial partners on complaint issues. 4. Support continued improvement by: - <ol style="list-style-type: none"> a. Observing the lessons learned process b. Act as conduit between the Operation and Quality & Compliance. c. Support the Operation with route cause analysis. d. Act as a liaison between all business area in the support of implementation of lessons learned outcomes and improvements. e. Review and analysis data capture to improve the candidate experience. 5. Project manage future initiative to support business improvement by utilising the information gathered through Customer Relations. 6. Be an advocate for Voice of Dissatisfaction. 7. Support the link and continuity between Customer Relation, Business Assurance, and Candidate Insight and Research. 8. Other tasks are directed by CO RG. 9. Other Tasks as directed by Quality & Compliance Director 			
Pre Appt/Deployment Trg: Nil			
Domestic Considerations: Nil			
Performance Attributes	Priority Component Features		
Adaptability and Initiative	HIGH - Demonstrates mental agility to assimilate complex or multiple pieces of information, applying informed judgement to provide a considered output.		
Communication and Influence	HIGH - Identifies key stakeholders and considers differing perspectives of others whilst able to assert own ideas to persuade and negotiate.		
Awareness and Understanding	HIGH - Understands internal and external workings and structures of own organisation and its wider interactions.		
Problem Solving and Decision Making	HIGH - Identifies gaps in information; searches for, critically reviews and utilises it effectively to accomplish organisational goals.		
Education/Training	Type	Pri	Comments
Military Quals			
Other Quals/Competencies	IT Literate	Essential	Daily use of MS Office
Education	GCSE	Essential	Minimum L2 Num & Lit
Language			
Experience			
Service/Arm/OGD			
Operational			
Staff			
Command			

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To be completed in conjunction with Annex A - Job Specification (2010) Guidance Notes.

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Fields/Trades	Commercial	Desirable	Experience with commercial partners or with project work would be an advantage.	
Environments	Recruiting	Desirable	Recruiter or Trainer experience would be beneficial.	
Other Comments	Opportunity to operate with relative autonomy in conjunction with commercial partners and across the Recruiting and Training Operation Groups.			
Originator: Maj C Brannigan	Appt: SO2 Workforce	E-mail: RG-HQ SO2 Workforce	Tel: 0300 153 2614	
Auth by 2nd RO: Lt Col T Bailey	Appt: CO RG	E-mail: RG-HQ CO	Date: 03 Aug 22	

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