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|---|---|-----------------------------|------------------------|
| <b>JOB SPECIFICATION (2010)</b>   |   | <b>JSN</b>                  |                        |
| <b>Position Title</b>   | RG Quality & Compliance Military Liaison Officer (QCMLO)  | <b>Date Approved</b>        |                        |
| <b>Unit</b>   | HQ RG   | <b>Approved By</b>          |                        |
| <b>Location</b>   | Headquarters (HQ) Recruiting Group (RG) - Upavon  | <b>TLB</b>                  |                        |
| <b>Establishment Type</b>   | Established   | <b>Rank/Grade</b>           |                        |
| <b>Establishment/OET Ref</b>  | 810019  | <b>Service/Type/Arm</b>     |                        |
| <b>UIN/SLIM/JPA PID</b>   | A0049A, 01338588, 2140797 , FTRS(HC)  | <b>Exch/NATO/JSRL No</b>    |                        |
| <b>Incumbent</b>  | WO2 Shane Harlin  | <b>Staff/Command</b>        |                        |
| <b>E-mail</b>   | Shane.Harlin921@mod.gov.uk  | <b>WTE/MSTAR</b>            |                        |
| <b>Phone Number</b>   | 03001585058   | <b>Manning Priority</b>     |                        |
| <b>Security Status/Caveats</b>  | DBS   | <b>Assignment Length</b>    |                        |
| <b>Reporting Chain</b>  |   | <b>Primary Career Field</b> |                        |
| 1 <sup>st</sup> RO  | SO2 G1 RG   | <b>Sub Field 1</b>          |                        |
| 2 <sup>nd</sup> RO  | CO RG   | <b>Secondary Field</b>      |                        |
| 3 <sup>rd</sup> RO  |   | <b>Sub Field 2</b>          |                        |
| <b>Unit Role:</b> 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.  |   |                             |                        |
| <b>Position Role:</b> 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.  |   |                             |                        |
| <b>Responsibilities:</b> <ol style="list-style-type: none"> <li>Support the Quality and Compliance Director in the adherence to quality, compliance, and audit.</li> <li>Support the Quality &amp; Compliance Director with maintaining business resilience.</li> <li>Liaise between the Army and our commercial partners on complaint issues.</li> <li>Support continued improvement by: -             <ol style="list-style-type: none"> <li>Observing the lessons learned process</li> <li>Act as conduit between the Operation and Quality &amp; Compliance.</li> <li>Support the Operation with route cause analysis.</li> <li>Act as a liaison between all business area in the support of implementation of lessons learned outcomes and improvements.</li> <li>Review and analysis data capture to improve the candidate experience.</li> </ol> </li> <li>Project manage future initiative to support business improvement by utilising the information gathered through Customer Relations.</li> <li>Be an advocate for Voice of Dissatisfaction.</li> <li>Support the link and continuity between Customer Relation, Business Assurance, and Candidate Insight and Research.</li> <li>Other tasks are directed by CO RG.</li> <li>Other Tasks as directed by Quality &amp; Compliance Director</li> </ol> |   |                             |                        |
| <b>Pre Appt/Deployment Trg:</b> Nil   |   |                             |                        |
| <b>Domestic Considerations:</b> Nil   |   |                             |                        |
| <b>Performance Attributes</b>   | <b>Priority Component Features</b>  |                             |                        |
| 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.                 |                             |                        |
| <b>Education/Training</b>   | <b>Type</b>   | <b>Pri</b>                  | <b>Comments</b>        |
| Military Quals  |   |                             |                        |
| Other Quals/Competencies  | IT Literate   | Essential                   | Daily use of MS Office |
| Education   | GCSE  | Essential                   | Minimum L2 Num & Lit   |
| Language  |   |                             |                        |
| <b>Experience</b>   |   |                             |                        |
| Service/Arm/OGD   |   |                             |                        |
| Operational   |   |                             |                        |
| Staff   |   |                             |                        |
| Command   |   |                             |                        |

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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 2 <sup>nd</sup> RO: Lt Col T Bailey |  | Appt: CO RG         | E-mail: RG-HQ CO  | Date: 03 Aug 22    |

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