

NEWS

CUSTOMER SERVICES DEPARTMENTS BUCKLE UNDER THE STRAIN OF EMAIL

Expectations of the time it takes a customer services department to respond to customer emails is increasing year on year says Numero, the customer interaction specialist. "We face a growing volume of email and sadly, customer service operations that haven't upgraded their email systems to cope with this growth, believing that Outlook or a traditional email management solution plus some extra contact centre agents will handle the problem, are now buckling under the strain, said Tim Easton, Director, Numero.

"Consumers are increasingly choosing to contact customer service departments via email, but businesses are slow to recognise the need to deliver the same level of service a customer would get face to face or even on the phone - via email."

A recent survey showed that 69% of internet users in a survey of nearly 6000 respondents expect to receive a same-day response to their emails, with the final 31% expecting response next day or within 48 hours maximum. Many current customer service teams just aren't geared up to manage this by virtue of being poorly resourced with inappropriate support tools, said Easton.

"With the right approach and support solutions, you can achieve a situation where you can deal with consumer queries with the contact centre agent taking on a supervisory role and being supported by an intelligent customer interaction management solution. Such systems allow the type of service the new consumer is seeking by intelligently interpreting the content of email correspondence, categorising it accurately and then extracting necessary information from the organisation before constructing a response that can be sent either automatically or after an agent has approved the content -all done in a way that is personal and relevant to the customer."

EMPLOYEE BEHAVIOUR KEY TO IMPROVING INFORMATION SECURITY, NEW SURVEY FINDS

UK companies have become increasingly aware of the need to have information security policies in place, with seven out of eight large businesses now claiming to have one. However, the high priority given to information security by companies does not necessarily translate into improved security awareness among employees. Increasingly, companies are realising that to tighten up further on information security, they have to change their people's behaviour.

These are among the early findings of the 2008 Information Security Breaches Survey (ISBS) carried out by a consortium, led by PricewaterhouseCoopers LLP, on behalf of the Department for Business, Enterprise & Regulatory Reform (BERR). The full results of the survey will be launched at Infosecurity Europe in London, 22-24 April www.infosec.co.uk.

The survey shows that companies are placing greater trust in their staff and they want their staff to use technology to improve their effectiveness. For example, 54% of UK companies now allow staff to access their systems remotely (up from 36% in 2006); every very large business gives remote access to at least some staff. The proportion of businesses restricting Internet access to some staff only has nearly halved (from 42% to 24%), and only 9% give no staff access to the Internet.

At the same time, the survey shows that staff are increasingly targeted by social engineering attacks (where outsiders try to obtain confidential information from employees). In addition, businesses are becoming increasingly concerned about what is being said about them on social networking sites (such as MySpace, Facebook and Bebo), and some staff have posted confidential information on these sites.

Against this background, companies are hardening their technical controls:

- Use of strong (i.e. multi-factor) authentication has nearly doubled since 2006. 14% of small businesses and 53% of large companies now use strong authentication for some of their systems.
- Two-thirds of companies that allow staff to access their systems remotely require additional authentication over that access. Virtual Private Network (VPN) use is almost universal among very large businesses for remote access.
- 81% of large companies block access to inappropriate websites and 86% log and monitor staff access to the Internet.

However, technology controls alone are not enough. Key to making sure that staff remain the organisation's greatest asset is to ensure they behave in a security-conscious way. Increasingly, companies are focused on setting clear policies, making staff aware of the policies and then monitoring behaviour to ensure that it is in line with those policies. The proportion of companies that have an information security policy has quadrupled over the last eight years. Large businesses remain more likely to have a security policy; seven out of eight do so, and some of the 12% that do not have a security policy per se have an integrated overall set of business policies that include information security.

Some 68% of companies surveyed that give a high or very high priority to security have a security policy (up from 55% in 2006 when the last ISBS was conducted) compared with 64% of those that treat security as low or no priority (up massively from 13% in 2006).

There is some correlation between how clearly senior management understands security issues and whether a security policy is in place. However, even where senior management has a very poor understanding, 56% of those businesses have a security policy. The biggest correlation is between security policy and risk assessment; companies that carry out risk assessment are nearly twice as likely to have a security policy in place as those that do not.

Security awareness is not just an issue for a company's staff. Nearly two-thirds of very large companies would welcome more education for the general public about information security risks. Chris Potter, partner, PricewaterhouseCoopers LLP, who led the survey commented:

"Of course, having a security policy alone does not magically improve security awareness among staff. The overwhelming majority of companies take steps to raise awareness. The priority given by senior management makes a difference in the extent to which security awareness is drilled into all areas of the organisation. Only one in five companies for whom security is not a priority at all takes any steps to raise the security awareness of their staff.

"What companies are realising is that increasing security awareness is only part of the answer. The critical issue is changing the behaviour of their people. A 'click mentality' has grown up - users do what expedites their activity rather than what they know they ought to. It is a bit like the road speed limit - everyone knows what they ought to do, but only a few actually do it. Only when behaviour changes do businesses realise the benefits of a security-aware culture."

Martin Smith, Chairman and Founder of The Security Company (International) Limited, a company that focuses on promoting long term behavioural change across all levels of organisations, added:

“Traditionally, where organisations have attempted to improve employee awareness they have used a combination of computer-based training and face-to-face presentations to get security messages across. But these methods are somewhat transient - much more collaborative and longer-lasting programmes are needed. Genuine behaviour change is essential, and this takes time and effort.

“To be truly effective, awareness messages need to be personalised and tailored to the audience – staff need ownership, plus what works well for a bank won’t necessarily come across well on the shop floor. Messages also need to be kept up to date, so sharing experience with other organisations is important. But if you want to really change staff behaviour, you must put metrics in place to measure actual performance, to ensure compliance, and to reinforce and reward the right conduct.”

WORK OPPORTUNITIES

BID MANAGER : LOCAL GOVERNMENT IT

My client, a leading supplier of IT software & services within the public sector market, require a Bid Manager to be responsible for delivering successful Bids for IT & transformation related solutions within the public sector market.

- Prepare detailed resource requirements, identify any constraints within the bid programme and escalate as appropriate to ensure the bid proceeds in a timely manner
- Prepare details matrix of specification requirements and communicate to rest of team. Manage team activity to maintain programme.
- Prepare a schedule of deliverables for each bid, work with the solutions team, the bid writers and with the cost modelers to ensure that each aspect of the work is addressed
- Develop winning themes and solutions with bid team
- Challenge, support and manage the team to ensure that a joined up approach is adopted in respect of the solution and the costs, and that the submission reflects the agreed solution.
- Produce timely internal approval papers consistent with the bid programme.
- Direct and support the team to draw upon the technical expertise within the whole organisation, producing fluent, compelling and of a high technical quality bids.
- Maintain the master document for the bid and oversee its final publication and submission in a timely manner.
- Work proactively with the bidding teams to ensure that learning from win/lose bid experience is used to enhance future bid materials
- Clear budget and up to date programme in place for each bid
- Timely and high quality submission of internal approval papers
- Client feedback on overall and technical quality of bid submission
- Lead the bidding process.
- Maintain client liaison ensuring effective dialogue and clarifications.
- Prepare resource schedule for bid.
- Manage a realistic and up to date programme for all of the tasks pertinent to each bid in hand and that bid activities are inline with the programme.
- Lead and manage the development of high quality written and costed bid material in line with the agreed bid strategy.

To be considered, you will:

- Posses at least 2 -3 years experience of managing IT related bid processes
- Possess Experience of Local Government and the broader Public Sector
- Possess knowledge and understanding of public and private sector bid requirements
- Be fluent with word processing and desk top publishing software
- Posses experience of keeping track of multiple, complex, time-phased activities
- Possess an understanding of cost planning and estimating requirements
- Possess experience of Programming and critical path management.

Yorkshire or **home based**. Salary £40,000-50,000 plus benefits. <http://tinyurl.com/2wolvh>

TECHNICAL DEVELOPMENT MANAGER

Responsibilities,

To lead the development team and be responsible for application development and integration between other systems - initially focused on Oracle based environments and using Web Services and SOA tools. You will also be responsible for managing a small permanent team, some on-site team members and off-shore staff. There are invariably 3-5 major projects ongoing with additional maintenance work.

Provide services to the systems integration organization that include the design, deployment and maintenance of a real time enterprise system

- Actual hands on development of elements where appropriate
- Project Management for technical development work packages
- Provide day-to-day technical insight to development and architecture teams
- Work in close-knit and extended teams to mentor team members and leverage team building experience
- Work within world class process and methodologies (such as RUP)
- Provide process orientation and participant in the client engagement activities:
 - Serve as a subject matter experienced individual for emerging technologies
 - Present enterprise architecture and vision to senior leadership
 - Assist in creating a "learning environment" where additional development resources can quickly come up to speed with ELDER development tools and methods
- Participate in creating a working environment conducive to code re-use and the development of re-usable components
- Work with the operations and support teams to define and implement processes to effectively transition from "Project" development to "On-going Operations" while maximizing quality and minimizing time

Key Skills,

- Experience of working in a software development environment, including systems integration, ideally within an Oracle environment,
 - Experience with application full life cycles - requirements to deployment and support
 - Good track record of managing multiple development projects to time, cost and quality
- Knowledge of back-office systems such as CRM, GIS and Financials.

Home based. Salary £50,000 to £60,000. <http://tinyurl.com/3ch8qt>

TEMPORARY DELEGATE SALES – FINANCE

An internationally renowned organisation within the Exhibitions and Conference arena. This will suit a dedicated telesales executive who is looking for an ideal opportunity to work for an international company with the potential for long term opportunities, working for an established brand with an excellent reputation.

You will be selling delegate spaces through dedicated telesales activities on an event in the finance industry. Making a high volume of both warm and cold calls you will be 100% telephone based and expected to close over the phone. You will be e-mailing marketing material, cold-calling new contacts and following up on enquiries

You will be a confident communicator with an excellent telephone manner and previous experience of working in a target driven environment. You will be available for immediate start. Previous telesales experience is essential, with a background in conferences, events or exhibitions or media sales and advantage. You will be happy making in region of 80-100 calls per day and be self-motivated, be comfortable with speaking with high-level international decision makers and have excellent IT and organisational skills.

London – **home based.** £8-£12 per hour. <http://tinyurl.com/35glvj>

GLOBAL PROJECT MANAGER / PROGRAMME MANAGER

Our client is the leading supplier of Clinical Trial Supply Services to their clients who are the major global pharmaceutical and biotechnology companies. Their services include the packaging and labelling, distribution / logistics, returns, IVRS software management that are used to service globally based clinical trials

This is a newly created Senior Project Management role with the global leader in the provision of Clinical Trial Supply Services. We are seeking highly experienced CTS professionals to work from home overseeing global studies and managing global clients. We are seeking people to **work from home** in the UK, Europe and America.

Large global clinical trial studies and clients need global high level project management to ensure the co-ordination of cross-functional internationally based teams. This role requires you to ensure the overall clinical trial supply projects are running to plan from assessment of clinical protocols and study specifications to co-ordination of the client on a global basis and diverse functions such as The Proposal & Contract Group, IVRS, BioServices, Clinical Logistics, Operations and Purchasing to design Supply Chain solutions to clients trial needs. Throughout the project it involves working closely with the International Project Management Groups and Account Managers to ensure successful project delivery including timelines and budgets.

This is a new concept in Clinical Trial Supply Project Management that has evolved due to the success in securing the largest supply projects on a global basis. Global Project Managers will be home based and we are seeking people in the UK, Mainland Europe and America. The role requires an in-depth understanding of clinical trials supplies to be able to provide globally an ability to manage the delivery of all of these services to a client on high quality level and in the most efficient and cost driven way. Skills to manage multi-functional and geographically dispersed teams that include the management of time-lines, client communications and status reporting.
<http://tinyurl.com/2uoem3>

TELESALES

An great opportunity to join an expanding IT Recruitment Agency. This Sales role is to find new vacancies for our team of Associates in addition to building relationships with our clients. Using our very active database you will contact potential clients to gain both permanent and contract vacancies. You can expect to earn £1200/£1500 pounds a month. EXCELLENT earnings potential.

This is a fulltime position. Ideally you will have a sound knowledge of the IT arena, Recruitment Consultancy or an HR department of a large company. This is a great opportunity to be part of an innovative, successful business where all achievement is rewarded. As the company grows all employees will benefit from its success.

Home based. <http://tinyurl.com/37vqvt>

WEB DESIGNER

An excellent opportunity has arisen for an experienced and creative Web Designer to join a North Yorkshire based Media Solutions organisation. This is a fantastic chance for a talented web Designer to work alongside marketing personnel and producers in order to create striking web sites. In return for your creativity and commitment, an excellent package is on offer!

Candidates should have solid web design experience and ideally have the following skills and experience;

- Knowledge of xhtml, CSS, PHP, and Javascript
- A good understanding of Web Standards
- Full Project Lifecycle Experience & Project Management Skills

- Candidates will ideally come from a similar role

Home based most of the week. Salary £22000 - £30000. <http://tinyurl.com/3c6ppo>

CAMPAIGNER

This is a great opportunity based in Grantham. Looking for an effective campaigner to help build support for our campaigns on issues such as climate change, planning reform, ancient woodland protection and woodland expansion. Key Areas of Responsibility

- An inspiring and effective communicator with a genuine passion for the environment,
- You will use your creativity and experience of delivering successful campaigns to plan and develop our campaigning activity.
- Reporting to the head of campaigns, you will make the most of rising public interest in the environment and motivate people to support our cause, at the same time delivering hard-hitting messages to decision makers.
- Working closely with internal colleagues and external partners, you will have excellent organisational skills and be able to multi-task to deliver work to tight deadlines.
- Excellent written communication, interpersonal and presentation skills are required to influence opinion formers nationally and locally and represent the Trust in the media. You must also be able to travel.

Educated to degree level, you will have good knowledge of new media communications and how to use them effectively in the current campaigning environment. Ideally you will be based at our offices in Grantham, but we will **consider home working** for the right candidate.

Salary £19000 - £26000. <http://tinyurl.com/3yn9j8>

MICROSOFT DYNAMICS GP - GREAT PLAINS SUPPORT CONSULTANT

Our client is a Microsoft Gold Partner who deliver complete integrated business solutions **based** upon the Microsoft technology stack and the Microsoft Business Solutions Dynamics GP and Dynamics CRM product range. They have 3 UK offices and a European office and offer a full range of services nationally and Europe wide. This is a new role which can be **based from home** anywhere in the UK.

Candidates should have proven experience of supporting Microsoft Dynamics GP solutions, ideally within a consultancy environment, however they are happy to look at people who have been supporting Great Plains in an end user environment and have the personality and communication skills to move into consultancy. Their support enquiries are logged onto their CRM system via the web with as much supporting information as possible, which helps to make the process of resolving cases much more efficient. You will then contact the client by telephone and email, so most of the work can be done effectively from your home environment. If you would prefer to be office based, you will need to be within commuting distance of South Wales, the Midlands or London.

This is a company whose team members are intelligent, enthusiastic, good natured and fun to work with. They are results and team oriented and look for people who are self motivated, with strong initiative. They make continuous investment in your education and skills development and reward good performance.

Salary £26000 - £32000. <http://tinyurl.com/3ajtza>

DYNAMICS AX AXAPTA DEVELOPER

Dynamics AX - Axapta developer - X++ and/or Morph/X - client based in the South East, but this is a **work from home** opportunity, with 2 days a month in the office, so you could be based anywhere in the UK. You could already be working in a consultancy environment, or this could be your opportunity to move out of an end user and into full blown consultancy. Develop Axapta modules and move into consultancy.

This is an outstanding Microsoft Business Solutions consultancy, specialists in both Dynamics AX and Dynamics NAV, with a flexible working environment and a wide variety of clients all over the UK. They need 1 new Dynamics AX - Axapta X++ developer, or they will look at training a Morph/X Developer in X++ and getting you Certification. Ideally you will have worked in a development team bespoke Dynamics AX - Axapta applications software to specifications.

This role offers the opportunity to gain consultancy experience and move into functional consultancy. You should have very strong development skills and be happy to work from requirements documentation. Fabulous Axapta development role, **working from home** if desired. Salary £30000 - £36000. <http://tinyurl.com/2vl2jk>

SAGE MMS CONSULTANT

This is a fantastic opportunity for an experienced Sage MMS Consultant to enjoy the benefits of one day a week in the office and 4 days a week **working from home**. This is a highly successful £multimillion turnover company who are growing rapidly in their specialised field of Sage ERP and CRM products across Sage MMS, Sage CRM, Act!, Line 50, Sage Construct and e-commerce. Their clients are spread throughout the Midlands and the South West and they have an unusual role where you will have the opportunity to be home based for much of you time.

You should be able to offer at least 2 years in a Sage MMS implementation and support role and will need to be highly self motivated and organised with good time management skills. The ability to liaise effectively with clients at all levels is essential. Although you will be required to visit the office in Gloucester once a week, the rest of the time will be spent working from **home** or visiting client sites for Sage implementation, training and support.

You will receive on going professional training leading to Sage accreditation if required. The company place great emphasis on career development and a team approach, and offer a challenging but highly creative work environment where you will have every opportunity to grow and flourish.

Salary £25000 - £35000. <http://tinyurl.com/35wmzm>

CRM CONSULTANT

To cross train to Sage CRM and Sage 200 - **work from home**, based anywhere in the UK, with travel to client site. The company is a leading Sage Consultancy offering full services across all the Sage CRM and accounting products. They have offices in Leeds, the Midlands, Berkshire and Wales and the majority of your work can be run from home.

This is a full life cycle implementation role for a Consultant with experience of any of the leading CRM products such as Pivotal, Sage MME, AccPac, SalesLogix, Act!, Goldmine, Maximiser, Salesforce, Sage CRM or Microsoft. You should have excellent communication skills and the ability to see a project through from requirements definition, acceptance testing, data migration to systems implementation and go live.

This is a company with a great ethos, who are professional, dynamic and growing consistently. They are one of the top Sage Partners in the UK and will give you excellent product training and a great career path.

Salary £26000 - £32000. <http://tinyurl.com/2uc4fx>

MS DYNAMICS CRM CONSULTANTS UK WIDE

Microsoft Dynamics CRM Consultants for South Coast Gold Partner - role can be based anywhere in the UK - clients are nationwide - and this is primarily a **work from home** role. This is a

company with a unique blend of both technical and business consulting expertise, a strong track record of successful project delivery and a real consultative approach. You will have the freedom to develop your skills and career in a relaxed, down to earth, but professional environment as part of a highly skilled specialist CRM team - with excellent rewards and package of company benefits.

Your primary role will be the design and implementation of Dynamics CRM solutions, including assisting in the pre-sales process with client meetings/presentations, requirements gathering, design, testing, installation and documentation. Skills required as follows:

- Proven consulting experience with Microsoft Dynamics CRM (or possibly another leading CRM solution with a view to cross training)
- Knowledge and experience of structured methodologies
- A good understanding of testing requirements
- The ability to communicate at all levels within industry
- The ability to multi task and work under pressure
- Experience of Sharepoint, Biztalk, SQL server advantageous
- An engaging personality and true consultancy professionalism

This is an opportunity to make your own contribution to the on going growth of this fantastic company, with a flexible partnership approach.

Salary £35000 - £45000. <http://tinyurl.com/2qh5dw>

INTERIM MEDICAL ADVISOR

Required by a London-based Pharmaceutical company to be responsible for the reviewing of SmPCs and datasheets for a number of different products. Interested candidates will be GMC registered and have experience relevant to the development and management of core data sheets and product labelling. Contract requires 2-3 days a week for 3-6 months and can be **home based**. <http://tinyurl.com/3xwbng>

SENIOR PROJECT MANAGER

Northgate Information Solutions is a market leader in providing specialist software, outsourcing and information technology (IT) services to the human resources, local government, education and public safety markets. Northgate currently require a Senior Project Manager to achieve a quality project implementation within time and budget constraints for the assigned customers, whilst being respectful of other programme team objectives.

The Project manager will:

- Manage the implementation process as defined in the current Implementation Process Model(s)
- Ensure the customer is aware of their respective responsibilities and commits to resources required
- Manage the progress of work performed by NIS and Third Parties
- Be the prime customer contact and promote Northgate products and company professionally at all times
- Maintain regular, frequent contact with the customer and develop a profitable relationship with key customer personnel
- Manage problems through to resolution escalating proactively and formally as necessary
- Maintain accurate quality records of customer project work, sufficient to allow seamless handover to a colleague
- Continually assess the implementation project and propose process improvements

Candidates applying should: have Project Management experience in IT projects (ideally PRINCE2 qualified); be able to work alone and as effectively as a team player; Have strong commercial awareness; be an excellent Negotiator. In addition they should have proven ability to self manage and remain productive under pressure.

Home based. <http://tinyurl.com/349ph5>

