

Compliance Support Officer

Reporting To: Head of Consultancy

Department: Compliance team

Contract: Full-time, Permanent (Mon-Fri 9am – 5pm)

Location: Home based

Salary: £20,000 plus bonus scheme

Benefits: Pension, Health Plan, 5 weeks' holiday, plus birthday day off, plus 8 paid Bank Holidays, Holiday Purchase Scheme, Gym discounts.

About us

Operating in the UK since 1993 QMS International provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification.

We have proudly been delivering internationally recognised Management Systems for over 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

As Compliance Support Officer you will be pivotal in proactively supporting our clients on their journey to certification. So, if you have a first-class telephone manner and a willingness to take ownership and assist with queries from start to finish – get in touch!

Role Description

The role has two main responsibilities as follows;

Remote Client support

To provide support to our clients (via telephone, video calls, and email) to help them achieve certification, following a Consultancy visit and offer additional support relating to client management systems.

This includes but is not limited to:

- Assisting the client to ensure they have the right documents/processes in place and understand what is required of them at each stage of the journey to achieving certification.
- Support the client to use our online platform, throughout the certification process, signposting help resources, functionality and assisting with platform navigation
- Keep accurate notes on the client record

Compliance checks

To review Consultancy recommendations (in the form of reports) to award Certification, ensuring impartiality and compliance – and to flag to the Compliance supervisor, any potential threats to impartiality or compliance issues.

- Compliance checking, formatting and publishing documents to our online client platform
- Helping clients to use our help resources and online platform
- Chasing consultants for outstanding reports
- Keeping client records up to date
- Proof-reading

Key skills:

- Excellent and effective customer support skills
- Excellent command of written English
- Reading with speed, accuracy and comprehension
- Experience of a high standard of proof-reading
- Competent in using digital systems including MS Word
- Confident when speaking with colleagues and customers
- Strong organisational skills and the ability to multi-task and prioritise
- Ability to manage workflow efficiently and meet KPI requirements
- Knowledge of ISO Standards advantageous but training will be provided
- Attention to detail
- Be able to confidently challenge findings

Use best endeavours to ensure that the Company interests are promoted in the most positive manner. This includes, but is not limited to:

- Portraying the Company in a positive way to internal/external parties
- Taking steps wherever possible to ensure that the Company maximises sales of additional products and services.

For our homeworking roles, it is expected that you have adequate office space available, including a suitable work-station – the rest we will provide!

Please note: While we endeavour to respond to all applications, if you have not heard back from us within 3 weeks of applying, your application has not been successful on this occasion. Applicant details will be kept on file for 12 months.