

Role Description and Responsibilities

Role: Technical Liaison Officer

This document outlines the role and responsibility of the Technical Liaison Officer. Whilst this list is as complete as practicably possible, there may be elements not included below that form part of the role that can reasonably be requested of the member of staff as appropriate. This document may also be updated in the future, however this will be communicated with you in writing.

Primary Functions

Task	Description
Technical Liaison Officer	<p>Processing of Audits including logging and filing evidence received and dealing with any related queries. Carrying out daily functions of the Technical department.</p> <p>This includes, but is not limited to:-</p> <ul style="list-style-type: none"> ▪ Processing of External Audits, including overseas audits ▪ Recording, logging and filing Audit Evidence. ▪ Proactively liaising with clients whose Evidence is overdue. ▪ Proactively liaising with clients awarded a 'Fail' to offer assistance and improve audit pass rates. ▪ Reviewing and, when necessary, challenging audit grades. ▪ Processing of Compliance Audits, including overseas audits. ▪ Assisting with customer Upgrades. ▪ Liaison with clients and staff over all matters relating to Technical queries ▪ Ensuring accurate and timely logging of information on CRM to aid in data analysis and reporting ▪ Bringing any problems with Remote / Surveillance Audits to the attention of the Senior Technical Liaison Officers. ▪ To assist in consistently meeting departmental KPI targets. ▪ Meet individual targets set where appropriate. ▪ Identifying and referring any up-sell/cross-sell opportunities ▪ Highlight inefficient working practices with Technical Services Manager in order to improve processes and practices to enhance the customer experience and aid the company to work more efficiently. ▪ Other duties carried out by other members of the Technical Department when needed including Compliance Checks. ▪ Any other duties, as deemed necessary by the Technical Services Manager

Task	Description
Skills/Requirements	<ul style="list-style-type: none"> • Excellent communication & customer service skills (both verbal and written) and a polite and friendly telephone manner. • Proactive team member. • Strong organisational skills and the ability to multi-task and prioritise. • Problem solving attitude. • Must be computer literate in Excel & Word. • Knowledge of ISO Certification advantageous but training will be provided.
Company Interests	<p>Use best endeavours to ensure that the Company interests are promoted in the most positive manner.</p> <p>This includes, but is not limited to:-</p> <ul style="list-style-type: none"> ▪ Portraying the Company in a positive way to internal and external parties ▪ Taking steps wherever possible to ensure that the Company maximises sales ▪ Considers Company financial performance when committing to any spend on behalf of the Company