

Job Specification

Job title: Client support officer (Compliance)

Team: Compliance

Reporting to: Compliance Manager

Department: Compliance – Remote working

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

Salary: £23,500 per annum.

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

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 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious, and we're part of the private equity owned Citation Group. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

About You

For this role you will need to have:

- 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 and confidently challenge findings.

Purpose of the role

To review Consultant recommendations prior to award of client certification, to ensure impartiality and compliance and offer client support on their journey to achieve ISO certification.

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Citation ISO Certification

FORMERLY QMS^o

Key tasks

Client support

Provide first line client support at key stages in the work process, to manage the client journey to certification and offer additional support relating to client management systems

Deliver Client support to those reaching Post Stage 2 (Consultancy) / pre-certification audit visit and client certification - stage, including email and video calls

Compliance

To act impartially and competently in reviewing Consultant recommendations of awarding Certification and to bring to the attention of the Compliance Manager any potential threats to impartiality and/or compliance issues.

Other duties, as considered necessary by the Compliance Manager.

Company interests


Colleagues should use best endeavours to ensure that the Company interests are promoted in a positive manner at all times;

- Portray the Company in a positive way to internal and external parties
- Take steps wherever possible to ensure that the Company maximises sales

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.

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Person specification

Compliance Officer	Requirement	How will this be assessed?
Qualifications	5 GCSE passes – at grades 4 and above, including Maths & English	A
	3 A level passes desirable – or A level equivalent	A
Experience	1 year minimum in customer service	A
	2 year minimum in administrative role	A
	2 year minimum in an office environment	A
Skills & Competencies	PC literate – experience of using entire Microsoft Office suite of products	AI
	Used to dealing with customers	AI
	Problem solving	AI
	Time management	AI
	Working in a team	AI
	Attention to detail	AI
Behaviours & Values	Proof reading	AI
	Smart with heart	I
	<i>Can demonstrate examples thereof</i>	I
	Never settle	I
	Make it happen	I
	Choose right	I

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