

Job specification

Diary Controller

Reporting To: Diary Operations Manager
Department: Diary Management
Contract: Full-time, Permanent (Mon-Fri 9am - 5pm)

Location: Norwich

Salary: £21,500 per annum basic - plus bonus scheme, OTE £25,000 - £28,000

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 Citation ISO Certification 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 communication skills (both verbal and written) and a polite and friendly telephone manner
- Good organisational skills and the ability to multi-task and prioritise
- Must be computer literate
- Attention to detail
- Negotiation skills
- Able to work under pressure and react to change in situations/client objections ie. cancellation of appointments
- Accurately input information in a timely manner
- Geographical knowledge advantageous, but not essential.

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Purpose of the role:

To manage the diaries and booking system for our 80+ Consultants - who are located nationwide.

Key tasks:

- Talking with customers via telephone and email to book appointments, Working to internal targets eg. sat appointments, capacity and appointment lead time
- Validating client contact details
- Booking appointments into Field Staff diaries
- Assessing the skills and location of the Field Staff to ensure the right Consultant attends a client visit (considering skillsets and mileage)
- Booking accommodation
- Dealing with client objections and challenges to retain diary appointments wherever possible
- Identifying customer issues and provide appropriate solutions, referring them to the Bookings manager when necessary
- Identifying and refer any up-sell/cross-sell opportunities.

Ready for anything

All colleagues are expected to behave in line with our core company values

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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

Diary management Controller	Requirement	How will this be assessed? (A = application I = interview)
Qualifications	GCSE Maths & English grade 4 and above	A
Experience	1 year minimum in customer service, scheduling or dispatch	A
Skills & Competencies	Excellent telephone manner	AI
	Clear verbal and written communicator	AI
	Good attention to detail	AI
	Negotiation skills	AI
	Data inputting	AI
	Computer literate	AI
	Ability to work with KPIs/targets	AI
Behaviours & Values	Ready for anything	I
<i>Can demonstrate examples thereof</i>	Smart with heart	I
	Never settle	I
	Make it happen	I
	Choose right	I

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