

Job Specification

Remote Services Administrator

Reporting To: Remote Services Manager
Department: Remote Services Team
Contract: Full-time, Permanent (Mon-Fri 9am - 5pm)

Location: Norwich

Salary: £23,250 per annum 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 Citation ISO Certification (formerly QMS International Ltd) 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 command of written and spoken English
- Excellent Customer Service skills
- Reading with speed, accuracy, and comprehension
- Experience of proof-reading (desirable)
- Competent in using Word
- Understanding of ISO standard an advantage - but not essential as training will be given

Purpose of the role:


Overall responsibility for the preparation of Upgrade documentation, within Atlas ISO and in MS Word format to ensure the field team can conduct each visit type successfully.

Providing Atlas ISO support to field colleagues and clients and assisting the Remote Audit Technicians to gather evidence. Providing support, where required, to enhance Atlas ISO, including system testing and research.

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Key tasks:


This includes but is not limited too -

- Reviewing manuals sent in by the client to confirm that they are suitable for transition into Atlas ISO and quoting the customer accordingly
- Monitoring the Upgrades inbox and liaising with the client to ensure they have a clear understanding of the Upgrade process
- Monitoring all Upgrades booked in
- Ensuring we have received the clients most up to date version of their management system prior to Upgrade preparation
- Preparing Upgrade documentation in MS Word or Atlas ISO (as required) and ensuring all relevant documentation is handed over to the Consultant in advance of the appointment
- Monitoring and actioning Atlas ISO related support tickets
- Escalating Atlas ISO tickets to our platform developers when necessary
- Providing Atlas ISO support to colleagues and clients over email, phone, live chat and demonstrating the system over MS Teams when required
- Feedback any trends within Atlas ISO tickets to the Remote Services Manager to drive system improvements
- Assisting with system testing and research where required
- Assisting the Remote Audit Technician's with the gathering and processing of Remote Audit evidence including contacting clients to offer support with their Remote Audit evidence submission
- Other duties, as deemed necessary by the Remote Services Manager

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Person specification

Client support exec/Tech Liaison	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	<ul style="list-style-type: none"> • Client liaison skills (B2B) • Excellent verbal and written communication • PC literate (Word & Excel minimum) • Attention to detail • First-class administration and organisation skills. Proactive team member. • Strong organisational skills and the ability to multi-task and prioritise. • Problem solving attitude. 	AI
Behaviours & Values <i>Can demonstrate examples thereof</i>	Make it happen Never settle Smart with heart Choose right	I

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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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