



Job Description: Business Support Officer

Permanent

Full Time

Location: Irlam

Reports to: Operations Manager

Salary: £15,000

Overview

This role sits at the very core of our business and is arguably one of the most important.

Individuals in the Business Support Officer role play an integral role in maintaining and developing the TQUK business. It is a demanding role but offers great potential for job satisfaction and reward.

On a daily basis our Business Support Officers complete a variety of tasks, from printing and dispatching certificates, taking book orders, training centres on using our website, communicating important quality assurance messages and responding to queries. They also provide vital support to other teams within the business, supporting their work and promoting compliant and comprehensive audit trails.

It is essential that our Business Support Officers thrive on working in a busy, varied environment where no two days are the same. Exceptional organisation and prioritisation skills are vital, as are communication skills and a willingness to 'pitch in' and contribute to team objectives.

Key responsibilities

- Provide first class customer service to our approved and prospective centres and candidates by:
 - Accurately producing and dispatching certificates
 - Processing replacement certificates accurately
 - Managing and co-ordinating the receipt, mark and storage of exam papers for externally set and marked exams

In line with published SLAs.

- Process orders for books, licences and assessment records, labelling and packaging, liaising with couriers and franking
- Monitor and maintaining stock levels of merchandise and office supplies
- Develop, follow and constantly improve procedures to manage the administrative aspects of TQUK's work

Other responsibilities

- Support the Head of Awarding Organisation to ensure compliance with regulatory requirements
- Maintain excellent working knowledge of TQUK products
- Meeting and greeting visitors to the office and signing them in
- Provide reports of team activities when necessary
- Efficient and accurate use of the diary programme and office software
- Data and file management; inputting, filing, monitoring data

Key requirements

- Have excellent verbal and written communication skills
- Be organised and able to prioritise your workload
- Be dedicated to providing world class customer service
- Be able to think on your feet and respond to customer demands
- Be prepared to work in a regulated environment with a constant eye to maintaining and improving regulatory compliance.
- Be comfortable working to set standard operating procedures.

Key characteristics

Here are just a few of the essential softer skills you will need to successfully join our team:

- Be confident and ambitious with a “can do, will do” attitude
- Be well motivated, enthusiastic and able to work on your own initiative
- Be able to have fun!
- Work well with others
- Be able to keep an eye on the bigger picture and appreciate where your role fits into the business