**The Highfield Group**
Job Description

EQS Team Administrator

**Document Control**

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# **JOB DESCRIPTION**

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| Job Title | EQS Team Administrator |
| Responsible to | EQS Co-ordinator Manager |

# **JOB PURPOSE**

The EQS Team Administrator ‘ETA’ will work with the various functions within the EQS team, namely Security EQS (SEQS), First aid CMA EQS (FAEQS) and the coordinator team. Their primary function is to support in the administration of the SEQS and FAEQS team. As part of this role they will work with the visiting officers across the department to ensure the department remains within its published SLA’s. The role is very important to ensure our ongoing compliance with our regulatory commitments.

# **MAIN RESPONSIBILITIES**

Work with the EQS teams to ensure:

* Customers receive an exceptional level of customer service by ensuring that any queries are allocated to appropriate personnel and any reporting or information they require is provided within SLA.
* Visits are arranged collaboratively with our customers (where appropriate) and any information that can be offered to ensure the success of the visit is provided to support the customer in advance.
* Visiting officer diaries are scheduled to ensure activities are undertaken within service level, duties are clear, and activities are planned efficiently by taking into consideration location, time, competencies required, and any other intel needed. These activities include but are not limited to:
* centre approval – sending customers information relating to approval and ensuring a visiting officer is allocated to complete an approval engagement following receipt of the information required.
* first course review – monitoring new centre activity to arrange for them to send information to the team following their first delivery. Scheduling reviews within SLA once this information has been received.
* quality assurance checks – circulating requests for course information to centres using Highfield internal systems. Recording completed requests and arranging for these to be reviewed by the visiting officers and contacting centres where no response has been received.
* unannounced visits – working with other internal departments to schedule unannounced visits to centres in response to intelligence received regarding centres. Scheduling checks of invigilated examinations to ensure centres remain compliant with Highfield requirements.

Administrative duties are completed which include but are not limited to:

* responding to customer queries via telephone or e-mail ensuring information provided is accurate and provides solutions where needed.
* arranging and attending internal or external meetings, including regulatory meetings to offer support and take accurate minutes.
* completing venue checks to ensure the suitability of security venues in line with security Industry Authority ‘SIA’ requirements
* ensuring reports following review activities are sent to customers and any regulatory reporting is sent to appropriate parties within SLA.
* checking visiting officer reporting prior to circulation to ensure consistency of standards and data management processes are followed.
* supporting the visiting officers with identifying and chasing outstanding actions, scheduling reviews for any information received and updating Highfield systems and customers with the outcome of reviews where required.

# **KEY COMPETENCIES**

* Customer Service Skills
* Organisation Skills
* Clear written and verbal communication
* Accuracy is paramount
* Flexibility
* Work collaboratively with internal and external stakeholders
* Strong skills in Microsoft office 365 systems.

# **POST HOLDER’S OBLIGATIONS**

To carry out their duties having full regard for “The Highfield Group Way of Working” (please see below).

To carry out their duties in accordance with the Highfield Group Diversity and Equality policy and in compliance with the Health & Safety at work etc. Act 1974 and any subsequent and relevant health & Safety legislation.

The timely and professional dealing with general enquiries in writing, by email or over the telephone including the taking of messages and the accurate recording and, if necessary, the dissemination of all relevant information.

To competently use all office equipment and relevant software programs including Microsoft Office (Word, Excel, PowerPoint, Outlook).

These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other reasonable duties and responsibilities without changing the general character of the post.

# **THE HIGHFIELD GROUP WAY OF WORKING**

Think customer;

Be passionate about our products and services;

Be a team player;

Accept responsibility for your actions;

Be enthusiastic, honest and confident;

Listen and learn and respect confidentiality;

Be loyal and committed to the Company and your future within the Company; and

To respect all members of the team.

**THE HIGHFIELD GROUP’S COMMITMENT TO YOU**

To build on your strengths and develop your skills;

To recognise the value of your contribution;

To respect the balance between life and work;

To maintain confidentiality;

To provide excellent working conditions; and

To reward loyalty, commitment, innovation and outstanding performance.