

# Compliance Administrator

## Line manager

Compliance Administration Manager

## Overall purpose

The Compliance Administrator will be committed to providing exceptional administration support. A motivated and enthusiastic self-starter with the ability to co-ordinate and prioritise tasks, the ideal candidate will be confident working in both a busy team environment and on their own initiative. Strong organisational and communication skills are imperative. The Compliance Administrator will be positive, proactive and enthusiastic, have a sense of humour and enjoy working as part of a team.

## Key accountabilities

Responsibility	Objectives
<b>Administration Support</b>	<ul style="list-style-type: none"> <li>• Accurately process a variety of administration tasks, including new applications and contact/company changes</li> <li>• Provide ad hoc administration duties and support to other departments when required</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Deliver excellent customer service, both on the telephone and via email</li> <li>• Develop an understanding of all operational activities within Valpak in order to confidently assist the Contact Centre with both outbound and inbound calls</li> </ul>
<b>Packaging, WEEE &amp; Batteries Datarounds</b>	<ul style="list-style-type: none"> <li>• Play a key role in the Dataround processes, including logging data forms, following up verification forms and assisting with incoming members queries</li> </ul>
<b>Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Encourage and promote high standard of administration within the team and company</li> <li>• Consider and implement process improvement where possible within the team</li> </ul>
<b>Auditing</b>	<ul style="list-style-type: none"> <li>• Support other departments in the auditing of essential documentation required by the regulations.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Co-ordinate Area Safety and ISO Inspections with other departments</li> <li>• Report H &amp; S stats to HR Director</li> </ul>

## Key areas

- Ensure a high standard of accuracy is achieved for all member contact details
- Ensure administrative tasks are carried out in an accurate and timely manner
- Develop a good understanding of the wider Valpak services and how they fit into the business
- Ensure that a high level of customer service is delivered at all times
- Demonstrate excellent communication skills

## Experience, skills

- An outstanding eye for detail with a drive to provide exceptional administration support
- Customer focused with strong communication skills
- Customer focused with drive to provide the highest level of customer satisfaction
- Capability to multitask, prioritise and manage own workload
- Able to work well under pressure
- Able to pick up new skills and knowledge quickly and learn and develop in an ever changing company
- IT literate: Word, Excel and Access

## Qualifications

- Educated to a minimum of A Level or equivalent

## Contact us

For more information please call 03450 682 572 or email [careers@valpak.co.uk](mailto:careers@valpak.co.uk)