

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

Compliance Administrator

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

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



Compliance Administrator

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 **08450 682 572** or email careers@valpak.co.uk

