

Compliance Consultant

Line manager

Audit Manager

Overall purpose

The Compliance Consultant is key to the delivery of Valpak’s core business, compliance solutions. This is an exciting role requiring market awareness, the ability to learn quickly and to keep calm under pressure.

The Compliance Consultant is predominantly field based, where you will act as an ambassador for the company, providing outstanding customer service. You will also demonstrate exceptional knowledge of Producer Responsibility Regulations (Packaging, WEEE and Batteries) and provide technical assistance to other departments within Valpak. The Compliance Consultant will play a vital audit role in the completion of the data monitoring plan and be responsible for managing individual accounts.

Key accountabilities

Responsibility	Objectives
Conduct member audits	<ul style="list-style-type: none"> Identify and deliver member audits in line with the data monitoring plan Plan own audit schedule with an efficient and professional approach, maximising time and resources Ensure all data submitted to Valpak by its members meets the required standard of accuracy, advising members appropriately Provide support to the Audit Manager in the delivery of the data monitoring plan
Understanding of Packaging, WEEE and Batteries regulations	<ul style="list-style-type: none"> Be a Regulatory expert, providing technical guidance to members and support to other departments within Valpak Develop a detailed knowledge of the data submission process and participate in all data submission rounds
Account Management	<ul style="list-style-type: none"> Manage a portfolio of member accounts ensuring an appropriate level of service is delivered Perform a vital role in the retention and also recruitment of compliance scheme members Actively participate in member training programmes including presenting at events
Customer service	<ul style="list-style-type: none"> Provide excellent service and work with customer to understand their business needs, and any ways in which we can help them Develop a rapport with other departments within the business to ensure outstanding member service is delivered at all times

	<ul style="list-style-type: none"> • Be seen as an escalation point for Environmental Compliance Advisors, and be willing to take responsibility for difficult member situations and technical queries
Promote Valpak’s service offering	<ul style="list-style-type: none"> • Be fully aware of and actively promote Valpak’s service offering, identifying and sourcing leads during customer facing situations
General administrative duties	<ul style="list-style-type: none"> • Ensure accurate records of all member and non-member correspondence are maintained within Valpak’s in-house systems

Key areas

- Ensure an excellent level of customer service and accuracy in the delivery of Valpak’s monitoring plan
- Manage a portfolio of member accounts, understand their business needs and promote Valpak’s service offerings
- Become a regulatory expert, providing exceptional technical guidance to members and support to colleagues

Experience, skills

- Ability to pick up, retain and deliver technical and regulatory information
- Customer focused with drive to provide the highest level of customer satisfaction
- Ability to demonstrate a broad knowledge of the business and industry
- Exceptional organisational skills with the ability to prioritise own workload
- Attention to detail and a professional, proactive work ethic
- Good numeracy skills
- Strong communication and confident presentation skills
- Flexibility and adaptability to working practice
- The drive to learn and develop in an ever changing company
- Excellent team player
- Knowledge of Microsoft Office applications, in particular Excel
- An interest or experience in environmental issues
- Valid drivers’ licence

Qualifications

- Educated to Degree level or equivalent (or industry experience will be considered).

Contact us

For more information please call 03450 682 572 or email careers@valpak.co.uk