

Job description

Job title	Operations Quality Assurance Administrator
Reports to	Head of Investment Operations
Location	Basingstoke
Job purpose summary	Complete the Quality Assurance function for Investment Operations and Omni Capital Brand.

Key responsibilities and accountabilities

- Provide oversight of quality assurance, procedures and training for Investment Operations and Omni Capital Finance. Ensuring the team adhere to Data Protection regulation, compliant business practice, and TCF.
- Completion of 'accreditation' of all administrators, with side by side coaching and feedback
- Retrospective checking of inbound and outbound calls, and correspondence output for all associates.
- Side by Side coaching and feedback
- Referral by business areas for technical review
- Collation, review and amendment of procedures in line with feedback and process change, engaging with business areas where appropriate
- Liaison with the Incidents and Complaints function to record breaches where appropriate and discuss feedback for process improvements
- New Starter training
- Devise and implement customer service, soft skill, regulatory and product training
- Reviewing and identify training needs and materials
- Obtain and develop up-to-date knowledge of industry developments/ regulation

Key competencies

- Drive for results
- Communication and influence
- Customer service
- Planning and organising
- Technical skills and knowledge

Qualifications and experience

- Proven experience in Financial Services
- Knowledge of the Consumer Credit Act – preferred
- Knowledge of Investment Products - preferred
- Excellent communication skills
- Confident in delivering training and feedback
- Strong Customer Service focus
- Ability to motivate staff
- Excellent telephone manner