



JOB DESCRIPTION

Job Title: Certification Administrator

Reporting To: Technical Manager

Location: Leicester

MAIN PURPOSE OF THE JOB

Ensure the contract and file review process is accurately and effectively administered with our overseas partners.
Maintain and update the CRM ensuring a timely, accurate and consistent delivery of the ISO Certification Service.
Prepare monthly performance data and financial reports for UK and overseas agents and senior management.
Administrative support for the Customer Service Team at peak periods or as cover during holiday periods.

MAIN RESPONSIBILITIES

- Daily distribution of contract reviews to the approved verifier
- Co-ordinating and logging the receipt of audit packs from international agents
- Checking audit packs to ensure necessary documentation is present
- Liaison with agents to rectify documentation issues
- Daily distribution of audit packs to the verifier for a file review and ensuring a prompt return
- On receipt of verifier decision, preparation and despatch of certificates to international agents
- Updating the CRM at all stages of the process
- Running monthly agency activity reports and creating monthly agency invoices for approval
- Other administrative roles as appropriate to support projects or provide holiday / absence cover

KEY PERFORMANCE INDICATORS

- Contract Reviews despatched within one working day
- Audit packs sent for file review within one working day
- Certificates issued within one working day of decision
- Monthly invoices despatched within 10 days



SKILLS AND EXPERIENCE

Essential Skills:

- Is able to process work in a timely manner whilst maintaining excellent levels of accuracy.
- Is able to work effectively both within a team environment, but also with a minimum level of supervision as appropriate
- Good communication skills appropriate to liaising with internal and external clients in a professional manner
- Good standard of written communication skills in order to liaise in a professional manner with agents, auditors and stakeholders.
- Has a good understanding of Microsoft packages.

Essential: Behaviours

- A flexible and responsive attitude, resulting in a “can do” approach to all tasks

Desirable (not essential):

- Previous work experience in a busy environment
- Full driving licence and access to a suitable vehicle
- Previous work experience using a CRM

USE OF INFORMATION TECHNOLOGY

Good knowledge of all Microsoft office products and the ability to quickly become familiar with new software and web based tools.