

AbilityNet Job Description

Job Title: Queries and Compliance Administrator Band: 6	Location: Homeworking
Responsible to: Administration Manager	Department: Service Delivery
Contract Type: Fixed Term to Jan 2022 (cover of maternity leave)	Hours/Days: 25 hours over 5 days (flexible start/finish times)

Job Purpose

As a Queries and Compliance Administrator you will be responsible for delivering compliance, query management, quality assurance and accreditation to a set of standards and frameworks.

As part of the administrative team you will assist the department with other aspect of admin support as requested by the Administration Manager.

Principal Accountabilities

- Delivery of query management and complaint resolution with Service Level Agreements (SLAs)
- Work on compliance, legislation, accreditation, and procedures for the department
- Quality assuring of Disability Student Allowance (DSA) reports to ensure that assessors consultants have followed the Guidelines and regulations
- To stay up to date with relevant legislation, policies and updates relating to disabilities and government funding within DSA
- To support the management, maintenance, and implementation of applicable query policies
- Assist with the administration team duties as and when required
- In line with the ISO quality management work closely with the assessment team to feedback learnings from arising issues to help with continuous improvements for the team
- To undertake any other task consistent with the scope of the post, as requested by the Administration Manager.

Knowledge Skills and Experience

- Experience in queries resolution
- Strong working and demonstrative knowledge of Microsoft Office and ICT skills
- Good understanding of data delivery formats and experience of checking and verifying data
- Excellent planning and administration skills with the ability to manage own workload
- A team player who can develop and maintain strong relationships and gain the confidence of other professionals both internally and externally
- Ability to be directive and pro-active and express calmness and patience under pressure
- To be self-motivated and proactive; good attention to detail; demonstrable problem-solving skills
- Be available to travel within the UK as and when required by the business
- Willingness to extend themselves beyond normal duties when required to take on additional practical tasks or responsibilities.

Desirable:

- Experience in the DSA or HEI sector

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of AbilityNet at any time after discussion with the post holder.