

1. JOB SPECIFICS	
Job Title:	Agent Compliance Officer
Reports to:	Head of Shared Services and Agency Management
Location:	Ideally Birmingham but will consider London
Department:	Agency Compliance/Management - Higher Education

2. ABOUT THE ROLE	
What you'll be doing?	<p>You will be working closely with the Head of Shared Services and Agency Management to monitor, engage and support the recruitment teams and external stakeholders.</p> <p>Key measurements will be on building relationships with peers and stakeholders, supporting the recruitment teams and identifying/mitigating potential risk to QA and its university partners.</p>
Key Responsibilities	<ul style="list-style-type: none"> <li>• Ensuring internal teams complies with internal policies and procedures.</li> <li>• Perform checks and maintain data held about representatives, is accurate at all times</li> <li>• Build and maintain engagement with peers and stakeholders</li> <li>• Work in collaboration with teams to support various functions</li> <li>• Manage incoming requests from agents, recruitment teams and the wider business and prioritise accordingly</li> <li>• Work collaboratively within the Agent Compliance function to manage, implement strategies for best practice</li> <li>• Be a point of contact for internal and external stakeholders with a responsibility for ensuring that support, guidance is provided</li> <li>• Working collaboratively with peers to conduct the recruitment process for agents from application, approval, training and induction stage</li> <li>• Managing the marketing requests received from agents and keeping appropriate records</li> <li>• Ensuring all data on QA systems is accurate at all times</li> <li>• Support the Head of Shared Services and Agency Management, in any other tasks</li> <li>• Contribute to robust and effective compliance controls within the organisation</li> <li>• Assist in the gathering of information in response to</li> </ul>

	<p>requests made by peers and stakeholders</p> <ul style="list-style-type: none"> <li>• Collaborate with other departments to create a culture of compliance</li> <li>• Highlight or escalate areas of concern</li> <li>• Investigate irregularities and non-compliance issues</li> <li>• Educate, train and support peers on agent compliance and also the impact on the organisation</li> <li>• Working with integrity and professionalism</li> <li>• Ensure due care and diligence at all times in regards to sensitive and personal information</li> <li>• Manage data in various areas, ensuring accuracy at all times</li> <li>• Travel as and when required.</li> </ul>
KPIs & SLAs	<p>The role holder will have regular reviews with key objectives. Key measurements will be on building relationships with peers and stakeholders, supporting the recruitment teams and identifying/mitigating potential risk to QA and its university partners.</p>
Key Working Relationships	<ul style="list-style-type: none"> <li>• Head of Shared Services and Agency Management</li> <li>• Recruitment Team</li> <li>• Admissions Team</li> <li>• Marketing Team</li> <li>• Representatives</li> </ul>

### 3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> <li>• A highly organised individual with the ability to manage a diverse workload</li> <li>• A detail oriented approach with a thorough track record of attention to detail</li> <li>• Passionate about the customer and all elements of the customer experience</li> <li>• Excellent communication skills</li> <li>• Deadline focused</li> <li>• Ability to use data driven decision-making to prioritise activities</li> <li>• Ability to look at the bigger picture when considering actions that are required to be taken</li> <li>• Critical problem-solving ability</li> <li>• Ability to analyse and interpret information</li> <li>• Able to adapt and be flexible</li> <li>• High work ethic</li> <li>• Ability to work autonomously as well as with the team</li> <li>• Professional with integrity at all times</li> </ul>
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	<ul style="list-style-type: none"> <li>• Strong communication skills, verbally and written</li> <li>• Flexible and the willingness to do what it takes to get the job done .</li> <li>• Confident in presenting/training</li> </ul>
Your Knowledge	<ul style="list-style-type: none"> <li>• Intermediate knowledge of Microsoft Office essential (Excel (including formulas) Word, PowerPoint)</li> <li>• Working within higher education</li> <li>• Working with stakeholders</li> </ul>
Your Qualifications	<ul style="list-style-type: none"> <li>• Educated to HND level or higher in Business, Risk &amp; Management</li> <li>• Law would be an advantageous</li> </ul>
What you'll bring to QA	<ul style="list-style-type: none"> <li>• Should have a proactive approach to work</li> <li>• Ability to work within diverse team environment</li> <li>• A desire to deliver high quality work and constantly looking to improve outputs</li> <li>• A positive outlook with a 'can do' attitude</li> <li>• Passionate about supporting the business</li> <li>• A diligent individual</li> <li>• Willingness to undertake DBS prior to starting</li> </ul>