

1. JOB SPECIFICS	
Job Title:	Agent Advancement Officer
Reports to:	Internal Compliance Manager
Location:	Birmingham
Department:	Agent Compliance - Higher Education

2. ABOUT THE ROLE	
What you'll be doing?	<p>This role will work with the Internal Compliance Manager 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"> • Ensuring internal teams complies with internal policies and procedures. • Perform checks and maintain data held about representatives, is accurate at all times • Build and maintain engagement with peers and stakeholders • Work in collaboration with teams to support various functions • Manage incoming requests from agents, recruitment teams and the wider business and prioritise accordingly • Work collaboratively within the Agent Compliance function to manage, implement strategies for best practice • Be a point of contact for internal and external stakeholders with a responsibility for ensuring that support, guidance is provided • Working collaboratively with peers to conduct the recruitment process for agents from application, approval, training and induction stage • Managing the marketing requests received from agents and keeping appropriate records • Ensuring all data on QA systems is accurate at all times • Support the Internal Compliance Manager in any other tasks • Contribute to robust and effective compliance controls within the organisation

	<ul style="list-style-type: none"> • Assist in the gathering of information in response to requests made by peers and stakeholders • Collaborate with other departments to create a culture of compliance • Highlight or escalate areas of concern • Investigate irregularities and non-compliance issues • Educate, train and support peers on agent compliance and also the impact on the organisation • Working with integrity and professionalism • Ensure due care and diligence at all times in regards to sensitive and personal information • Manage data in various areas, ensuring accuracy at all times • Travel as and when required.
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 it's university partners.</p>
Key Working Relationships	<ul style="list-style-type: none"> • Agent Compliance • Recruitment Team • Admissions Team • Marketing Team • Representatives

3. ABOUT YOU	
Skills & Abilities	<ul style="list-style-type: none"> • A highly organised individual with the ability to manage a diverse workload • A detail oriented approach with a thorough track record of attention to detail • Passionate about the customer and all elements of the customer experience • Excellent communication skills • Deadline focused • Ability to use data driven decision-making to prioritise activities • Ability to look at the bigger picture when considering actions that are required to be taken • Critical problem-solving ability • Ability to analyse and interpret information • Able to adapt and be flexible • High work ethic • Ability to work autonomously as well as with the team

	<ul style="list-style-type: none"> • Professional with integrity at all times
Your Knowledge	<ul style="list-style-type: none"> • Intermediate knowledge of Microsoft Office essential (Excel (including formulas) Word, PowerPoint) • Working within higher education • Working with stakeholders
Your Qualifications	<ul style="list-style-type: none"> • Educated to HND level or higher in Business, Risk & Management • Law would be an advantageous
What you'll bring to QA	<ul style="list-style-type: none"> • Should have a proactive approach to work • Ability to work within diverse team environment • A desire to deliver high quality work and constantly looking to improve outputs • A positive outlook with a 'can do' attitude • Passionate about supporting the business • A diligent individual • Willingness to undertake DBS prior to starting