

PERSON SPECIFICATION

COMPLIANCE AND REGULATION SUPPORT OFFICER

	Essential/ Desirable
Qualifications <ul style="list-style-type: none"> • Good standard of education evidenced by GCSEs or equivalent • Level 3 in Customer Service/Business Administration or equivalent experience 	<p>E</p> <p>D</p>
Knowledge and Experience <ul style="list-style-type: none"> • Effective data skills including entry, validation, reporting, proofing and authorising • Experience of working in a busy office with a strong regulatory and quality assurance ethos • Knowledge of working in an education and/or training environment • Experience of working within an Awarding Organisation 	<p>E</p> <p>E</p> <p>D</p> <p>D</p>
Skills <ul style="list-style-type: none"> • High standards of accuracy and attention to detail • Excellent written and verbal communication skills presenting information logically and concisely in ways that promote understanding • Excellent IT skills. Competent in Microsoft Office (Outlook, Word and Excel) • Ability to prioritise, plan and organise day-to-day activities ensuring efficient and effective performance • Organisational and time management skills with the ability to multitask within a demanding office environment • Good interpersonal skills, confident and professional telephone manner • Effective problem-solving techniques • Ability to work effectively within and between teams to achieve common objectives • Excellent customer service skills 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Personal Attributes <ul style="list-style-type: none"> • The ability to use own initiative and know when to seek advice • Treat people fairly and respectfully • Act with professional integrity at all times • Committed to high standards of quality and seeks to improve systems and processes • Ability to work under pressure to tight deadlines • Ability to develop and maintain strong, effective and professional working relationships • Willingness to travel where necessary • Flexibility in working hours when necessary • Is committed to continuous self-development • Flexible and receptive to change • Creates opportunities to be innovative and think about things differently 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>