**JOB TITLE**

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| Job Title: | Quality Assurance Administrator |
| Location: | Home-based |
| Reports to | Team Manager and Team Leader |

**Overview**

Role Overview:

The primary duties within this position will be to quality check and approve local authority searches that have been completed by our team of experienced search agents. You will also answer telephones, handle queries efficiently and ensure a high standard of customer service is being delivered at all times. You may need to research specific property related records that are maintained and managed by the Local Authorities and assist with answering specific property enquiries and meeting the needs of our clients.

You will need to ensure good lines of communication with your team leader and other colleagues and offer assistance to others when possible.

**Key responsibilities**

* Proof read, research, question and amend personal local authority searches, ensuring a high standard of accuracy and consistency at all times.
* Contact Local Authorities to clarify any queries relating to property information.
* Use a variety of systems and mapping to assist with locating properties.
* Order certain components of searches through various online platforms.
* Upload search results in a timely and accurate manner.
* Prepare accurate plans showing details of adopted highways.
* Manage and support complex client requirements and follow the necessary processes to meet their needs.
* Advise clients of turnaround times and delays.
* Handle queries and complaints swiftly and competently.
* Liaise with suppliers and your team to ensure that search orders are completed within the customers’ deadline.
* Establish, develop, and maintain a good rapport with clients, your team, our search agents, and our suppliers.
* Develop a comprehensive understanding of the company and its products and active participation in relevant training sessions.

**Role holder requirements**

* Enthusiastic, engaging and team focused individual.
* Basic Microsoft skills, including but not limited to Word, Excel, and PowerPoint.
* Commitment to upholding high standards of professionalism, integrity, and confidentiality.
* Capable of meeting strict deadlines, prioritisation skills.
* Excellent attention to detail and analytical skills, with the ability to review and interpret complex search results accurately.
* Helpful and positive attitude.
* Effective communication and interpersonal skills, with the ability to build and maintain positive relationships with internal and external stakeholders.
* Approachable, confident, and professional.
* Organisational and time management skills, with the ability to prioritise tasks and meet deadlines in a fast-paced environment.