

Job Description

Customer Liaison Officer

Job Details

Job title	Customer Liaison Officer
Job purpose	To provide administrative and logistics support to the accreditation sections for defined customer and/or assessment managers and to process administration tasks defined by the accreditation cycle at a pace, quality and efficiency to exceed customer and internal expectations and KPIs.
Job location	Office based (with hybrid working option)
Reports to	Customer Service Team Leader/ Customer Service Assistant Team Leader
Qualifications	+ n/a
Essential criteria	+

Dimensions

Line management	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Budget holder	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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Job Purpose

Core responsibilities	<p>+ To progress defined administration tasks to completion in support of the accreditation cycle and in line with internal processes providing an efficient and professional service to UKAS customers. Tasks to include but not limited to:</p> <ul style="list-style-type: none"> + Assessment visit coordination and booking + Liaison between Customers, Assessment Managers and Contracted Assessor & Technical Experts + Processing of pre and post visit documentation + Hotel and travel bookings
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	<ul style="list-style-type: none"> + To provide a point of contact for UKAS customers and external enquirers, taking ownership of enquiries and responding with relevant information, ensuring high quality customer service is delivered and a customer orientated culture is maintained throughout UKAS. + To actively monitor, progress and resolve key processes associated with the accreditation cycle and take effective action to resolve any overdue items through collaboration and liaison with relevant parties. + Highlight issues and conflicts as they arise and proactively work with the customer and assessment manager to enable resolution. + To coordinate with other members of staff to ensure continuous operational cover and therefore, consistency of operations at all times. + To maintain accurate and up to date internal records, files and databases to ensure efficient retrieval of information. + Possible attendance at customers meeting (onsite and remote) to facilitate accurate account management, including minute taking and action logging. + Escalate issues in a timely manner with the correct level of importance to ensure high customer service and efficient assessment booking. + To provide support in the arrangement and execution of internal and external meetings, conferences and training courses. <p>Decision Making Responsibility</p> <ul style="list-style-type: none"> + Prioritisation of own workload to achieve company KPIs. + Resolution of logistical issues preventing progression of the assessment programme. + Escalation to Customer Service Team Leader/Assistant Team Leader as appropriate in line with company KPIs.
Non-Core responsibilities	<ul style="list-style-type: none"> + To process any additional tasks, as agreed with Line Manager, in an efficient and timely manner in line with internal processes.

Signature of job holder:		Date:	
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