

PART 1: JOB PROFILE

JOB TITLE: REPORT QUALITY CONTROL OFFICER
SECTION/DEPT: SURVEYING PROPERTY COMPANY
REPORTS TO: MANAGING DIRECTORS & OPERATIONS MANAGER

MAIN PURPOSE OF JOB

- To deliver a high-quality service to proof surveyors reports.
 - To
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POSITION IN ORGANISATION

- Quality control officer
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SCOPE OF JOB

- Analysing reports drafted by surveyors
 - Checking for grammar and spelling errors
 - Checking the report reflects the property detail
 - Sending reports to clients
 - Dealing with client questions about reports
 - To provide support in other administration duties as and when required
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QUALIFICATIONS

- Relevant qualification in Microsoft Word
 - Proficient in MS office
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EXPERIENCE

- Previous Administration experience in a similar role and good working knowledge of IT, particularly Microsoft Word is essential.
 - Significant knowledge of domestic properties to be able to challenge surveyors statements within reports is essential.
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PERSONAL COMPETENCIES

- **Individual Contribution** – Self-motivation with the ability to use own initiative and enthusiastically take on any new work.
- Ability to multitask and keep up in a fast-paced environment
- Good communication skills either via email or telephone.
- Excellent telephone manner

- **Excellent Performance** – Willing and having a ‘can-do’ approach to work; understanding of need for quality of service; methodical and accurate approach to work.
- **Efficiency** – Minimising waste; providing value for money; seeking out ways to improve effectiveness; ability to work as part of a team and alone.
- **Diversity and Equality** – An ethical approach; meeting the needs of customers.

Remuneration

- £30,000.00 PA
- 20 days holiday PA
- Contributions to pension
- Based in Chelmsford