

APPENDIX 1

The Company reserves the right to change or amend both job title and specific duties as required in order to meet changes in the Company's business plans etc.

Job description

Job title: Customer Experience Support Coordinator

Reports to: Customer Experience Support Manager and Customer Experience Support Supervisor, in the absence of the Manager

Summary of job:

The Customer Experience Support Coordinator is essential in supporting Consultants to deliver services that consistently meet and exceed customer expectations. The role is responsible for producing High quality customer reports that adhere to company standards and operational requirements.

Responsibilities and duties:

Consultancy Services Support

1. Provide dedicated business support. Consultant numbers will range from 4 to 8 based on other duties, individual needs, required support level, tasks related to customer and commercial activities.
2. Deliver timely assistance to consultants to enable them to fully meet Customer needs.
3. Liaise regularly with consultants, monitor calendars and inboxes, and ensure all messages are addressed appropriately and promptly.
4. Arrange travel requirements for the Consultancy team, including flights, trains, hire cars—and book hotels for site visits, training courses, and seminars.
5. Produce and/or edit a variety of business correspondence, including EHO letters, result letters, quotations, and emails proposing or confirming site visits.
6. Ensure site visit permits are obtained in a timely manner.
7. Produce site method statements and risk assessments (RAMS).
8. Prepare training packs for consultants, ensuring they contain the appropriate literature.

Report production

1. Process a minimum of two reports per day, increasing output as required by demand, and ensure all outstanding reports from the previous day are completed.
2. Produce reports to a high standard, accurately recording production times and noting any circumstances requiring additional time.
3. Upload completed reports to Assurity Plus 2.0 and/or customer compliance systems promptly.
4. Ensure that all reports are signed off in CRM within six weeks of the completion date.

Account Coordinator responsibilities

1. Maintain high quality support for allocated accounts, ensuring that all company, customer, and site information is accurately recorded in CRM.
2. Ensure all customer specific requirements are met prior to emailing reports. Collaborate with Account Managers to keep 'special instructions' up to date and assist with presentation arrangements.
3. Liaise with Consultants regarding their report presentation dates and ensure all necessary documentation is provided.
4. Arrange the posting of reports and folders as requested by consultants.
5. Enter purchase orders into CRM and follow up to obtain outstanding purchase orders before releasing reports for quotes and contract renewals.
6. Organise internal and external meetings as required.
7. Obtain completed forms from the customer for Primary Authority and ensure CRM is correct and current.
9. Liaise with contacts of a major customer (defined as having a repeat annual spend of £10K or above)

Assurity Plus 2.0

The following is to provide an overview of the responsibilities of the Assurity Plus 2.0 Account Coordinator role.

Enquiries

1. Provide all external enquiries with a copy of the Assurity Plus 2.0 brochure.
2. Support customers with their Assurity Plus enquiries (non-technical support).

Helpdesk/faults/support requests

1. Assist in the capture of all requests from Assurity Plus 2.0 customers redirecting them to the following team:
 - Access issues (IT helpdesk) *if you are unable to resolve the issue
 - Faults (IT helpdesk) *if you are unable to resolve the issue
 - Support with using the system (Technical Lead) *if you are unable to resolve the issue

Account support

1. Support consultants with the “normal expectations” around account management on Assurity Plus 2.0. This includes the following:
 - Providing access to new users
 - Providing simple “report access/task training” to new users on how to log in and use the system *subject to volume of requests/time
 - Responding to/redirect appropriately general enquiries from customer accounts

General tasks

1. Check the Barclaycard statement against receipts and submit to the Finance Department in a timely manner.
2. Attend Customer Experience Support Team meetings, Business Plan meetings and any other business meetings that are required.
3. Undertake any training required due to changes in company software, hardware, or processes.
4. Manage personal visitors and callers, including receiving small package deliveries.
5. Act as the first point of contact for internal and external telephone calls, transferring calls appropriately and taking messages where needed.
6. Assist marketing with the capture of website/telephone enquiries, ensuring that all website and telephone enquiries are appropriately tracked on CRM.
7. Process requests and arrange courier bookings.
8. Send asbestos samples received from consultants to the external laboratory.
9. Provide operational support to other departments as required.
10. Perform any additional duties and responsibilities as required by the business.

Quality, environment, information security and health and safety responsibilities and duties, all employees will:

1. Take reasonable steps to ensure they do not place themselves or others at risk of harm.
2. Stop working if something they are about to do feels unsafe or wrong in any way, and immediately speak with a manager, deputy or supervisor to get advice before continuing.
3. Comply with our in house and where applicable our customers' policies, procedures, risk assessments, safe systems of work and manuals including quality, environment, information security and Health and Safety policy and procedures.
4. Follow the training they have received when carrying out work tasks and using any work items Assurity Consulting has given you.
5. Report all quality, environmental, information security, and health and safety non compliances, accidents, incidents, near misses and hazards to their line manager or SHEQ Coordinator in a timely manner.
6. Co-operate through participation and consultation to contribute to the maintenance of the management system.
7. Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare.