

JOB DESCRIPTION

Job Title	Quality Controller
Department	White Label (Hydra programme)
Reporting to	Quality manager
Responsible for	Ensuring the quality monitoring framework is effectively implemented and that issues relating to quality & compliance are addressed in a consistent manner
Location	Solihull
Environment	Dynamic, fast paced team, focused on the achievement of set targets. This is an office based role.
Responsibilities	<ul style="list-style-type: none"> • Carry out quality checks in line with the agreed checklists and provide feedback in the agreed format. • Monitor performance ensuring that employees are FCA compliant and meet the required quality standards, providing support and guidance where weaknesses are identified. • Highlight any employees who fail to meet minimum quality standards to the appropriate Line Managers. • Monitor cases in Customer Services and Arrears Management along with recommendations for customer outcomes where applicable. . • Deliver process and 'soft skills' training to the white label team

PERSON SPECIFICATION

Job Title	Quality Controller		
Department	White label		
Skill	Essential	Desirable	
Well-developed planning and organisational skills being able to balance urgent and important tasks to deliver on time every time.	X		
Attention to detail coupled with a real passion for delivering exemplary customer service.	X		
Professional manner leading by example	X		
Knowledge /Qualifications			
Knowledge and experience of FCA requirements, specifically TCF guidelines.		X	
Demonstrate an excellent understanding of Zenith's objectives both from a departmental and business perspective		X	
Experience			
Previous experience of quality monitoring - either from a dedicate Quality role or as part of another role		X	
Proven track record in successfully achieving objectives, ideally in respect of meeting quality and compliance elements of previous role.	X		
Remaining calm under pressure whilst prioritising effectively	X		
Experience working to KPI's / SLA's and targets	X		
Personal Characteristics			
Professional demeanour and a passion for providing exceptional service	X		
Strong attention to detail	X		
Positive 'can do' attitude	X		

RECRUITMENT PROCESS

Please email your CV to HR@zenith.co.uk and we will be in touch.

