



Job Title	Technical Administrator / Document Controller	Date	April 2024
Responsible to	Operations Director	Prepared by	CT / ED
Responsible for	N/A	Location	Ardrossan, Ayrshire
Salary Scale	£24,000 - £29,000 per annum + benefits (starting salary dependent on experience)		

Overview of Role

Q Assure Build Ltd is a provider of Structural Defects Warranties for new build, refurbishment and conversion developments which puts quality build and customer service first. Our team is knowledgeable and experienced, helping developers and builders to identify issues early so that they don't become problems for their customers. We are flexible and solution-focused: we understand that every site is different, and every build has its own challenges. We look up from the checklist to help our clients progress. People deserve better buildings, and we know there is a better way to build. We drive high standards wherever and whenever we can.

Q's mission is simple - to improve standards of construction, one building at a time.

In order to achieve this mission, Q is looking for an experienced Technical Administrator / Document Controller to join our Operations Team. The job will involve being a regular point of contact for developers and builders, requesting, organising and managing detailed project information, and providing support to the team to facilitate the issue of insurance documentation.

The ideal person will be an enthusiastic, friendly and self-motivated individual with excellent organisational & communication skills, and the ability to work quickly and accurately - they will also have enough experience to be able to hit the ground running in a busy office environment.

Key Functions of Role

The position will involve (as a minimum):

- Representing Q as a key point of contact for the company on a daily basis, interacting with clients, dealing with client requests, management of client accounts and interacting with other key company departments to address client requirements.
- Regularly liaising with colleagues in Q Underwriting & Q Technical departments to track projects and obtain the relevant information required at project completion stage to facilitate the issue of insurance documentation.
- Preparing project unit completion documentation and issuing to developers / builders and brokers in sufficient time to ensure information can be provided by clients in a timely manner.
- Following internal processes and liaising with colleagues to maintain project trackers, keeping company systems & electronic files up to date in line with project status.
- Assisting with the management of Outlook Mailboxes to ensure enquiries from developers / builders / policyholders & their representatives are dealt with in a timely manner.
- Managing information flow for client projects: collecting technical, financial and project information and ensuring comprehensive electronic records are maintained.
- Undertaking due diligence checks on developers & builders (inc. financial, company directors, sanctions checks, company insurances etc.) and ensuring full audit trail details maintained.
- Working with Operations Team to co-ordinate new client & broker registrations & annual renewals, collecting required information and completed & signed forms, assessing information provided for accuracy, completeness and appropriateness.
- Preparing and issuing relevant terms of business in electronic format for signing by clients, monitoring timely return of signed agreements, co-ordinating and assessing returned information and filing appropriately in the required location on the company system, including updating and maintaining the control sheet/company system. Preparing and issuing formal registration certificates when the registration process has been completed.
- Assisting with and managing the project completion process, liaising with developers, builders and brokers to obtain sign off information and collating and assessing returned information, maintaining a clear audit trail for each unit. Process also involves regularly following up and requesting awaited information to ensure clients are aware of outstanding information.
- Processing unit completion logic test; liaising with surveying team to ensure final inspection has been signed off, outstanding defects all addressed, outstanding information all received; and liaising with accounting team to ensure all payments have been received with no outstanding issues; and ensuring all registrations are up to date; before providing confirmation to senior colleagues / insurance underwriters that all internal sign offs have been achieved on each completed unit.
- Assisting with the preparation of cover notes, insurance certificates and other insurance information required for projects.
- Assisting with the issue of cover notes, insurance certificates and insurance documentation to clients, brokers, policyholders and legal representatives as required.
- Liaising with underwriters and their representatives as necessary, to provide appropriate level of information and seek approval for the issue of insurance documentation.
- Recording activities in compliance with FCA Regulations, maintaining accurate and exceptionally well-organised electronic filing systems, in line with protocol and Key Performance Indicators.
- Providing administrative support and assistance to the wider Operations & Underwriting Team for compliance activities and taking part as required.
- Promoting all services currently offered by the Company, general administration and any other duties as reasonably required by the Company.



Key Attributes for Post Holder

- Experienced administrator preferably with a formal education or relevant training – although this is not compulsory, depending on experience. The candidate should hold at least a Higher / A Level in English and preferably Maths.
- Sufficient experience of, and confidence in, administration to be able to hit the ground running in a busy office environment.
- Previous experience liaising with contractors and construction industry personnel would be a definite advantage.
- Experience in processing large volumes of data / document control and the ability to focus on organising and filing data electronically as this is a key part of the role.
- The post holder must demonstrate the ability to exercise excellent judgement and discretion at all times, since they may be privy to confidential processes, financial data and management information.
- Excellent communication skills essential. Ability to converse confidently with people and excellent written & spoken English with a keen eye for detail is absolutely essential.
- Excellent telephone manner & ability to remain calm in all situations, and handle difficult/sensitive situations with diplomacy and tact.
- Enthusiastic, self-motivated individual able to work independently and unsupervised/integrate well as a team member and generally possess a flexible attitude.
- Exceptionally well-organised individual with the ability to prioritise workload with flexibility to multi-task.
- Highly IT literate and competent, experienced user of all Microsoft Office software - high level of competence expected in both Word & Excel. Must have a confident attitude towards the use of technology.
- A common sense approach to business and client requirements and the ability to quickly and accurately read situations is essential.
- Business appropriate appearance, discreet nature, flexible attitude and a general commitment to do what it takes to get the job done.

Additional Information about the Position

- This position is offered on a full-time, permanent basis.
A six-month probationary period will start from the date of commencement of employment with the potential for intermediary reviews during this period.
- This position is office-based but may involve occasional travel to sites / client offices / other company offices, on occasion requiring overnight stays.
Note: this is not expected to be a frequent occurrence, it will only be very occasionally, if indeed at all.
- This position attracts 25 days annual leave (plus bank holidays) pro-rata.
- Hours of work are minimum of 40 hours per week - start & finish times are reasonably flexible provided client and company needs are met in full and minimum weekly hours are covered. *If required by a particular deadline or other circumstance, the company may request overtime working.*
- The company operates a group personal Pension Scheme and will make employer contributions in line with auto-enrolment, in addition to contributions made into the scheme by the employee. *This is available after 3 months of employment.*
- The company operates a private company medical scheme, which is available to all employees. The employee may opt to extend this to cover family members and/or dental plan by a personal contribution. *This is available after successful completion of the probationary period.*
- The company offers an individual development programme, establishing key targets and rewards (aims based on successful achievement of targets/stepping stone) for employees who wish to develop one. This is aimed at personal development to the benefit of the individual as well as the Company, which may be towards specific training needs, a professional or academic qualification and/or diversification of skill levels and experience within a different field to that currently undertaken as your main role. The company encourages everyone to develop and diversify their own knowledge base and qualifications/skills.

Further Information about Q

To apply for this position, please send your CV to Morag Bratchie at morag.bratchie@qassurebuild.co.uk.

To find out more about Q, please visit www.qassurebuild.co.uk.

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