



Job Title	Operations Executive	Date	March 2022
Responsible to	Operations Manager	Prepared by	CT/ET
Responsible for	N/A	Location	Ardrossan, Ayrshire
Salary Scale	£20,000 - £25,000 per annum + benefits		

Overview of Role

The Q Policy from Q Assure Build Ltd is a Structural Defects Warranty 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-focussed: 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 Operations Executive to assist with all aspects of underwriting and operational requirements across the UK. The ideal person will be an enthusiastic, friendly and self-motivated individual with excellent communication skills and a desire to achieve personal targets and help the company grow.

At Q, we are keen for our staff to enjoy working for our team and we promote a healthy work-life balance. We believe this approach encourages a more positive working environment which is to the benefit of our employees, our clients, underwriting partners and ultimately, our policyholders.

Key Functions of Role

The position will involve (as a minimum):

- Acting 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.
- Managing underwriting information flow for key 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.
- Work with Operations Manager to co-ordinate new client & broker registrations, 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.
- Preparing and issuing formal registration certificates when the registration process has been completed.
- Updating and maintaining the registrations control sheet/company system, ensuring relevant information is accurate and up to date at all times.
- Working with Operations Manager to co-ordinate client & broker registration renewals calendar and scheduling regular contact requests to ensure renewals occur before deadlines.
- Contacting clients and brokers, and liaising with relevant personnel to obtain required information for renewal including financial information, insurance information, company history and company director list.
- Processing registration renewals and updating the registrations control sheet and issuing renewal registration certificates.
- 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.
- 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.
- 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 Operations Manager 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 issuing cover notes, insurance certificates and insurance documentation to clients, brokers, policyholders and legal representatives as required.
- Recording all activities in compliance with FCA Regulations, maintaining accurate and exceptionally well-organised electronic filing systems.
- Monitoring & maintaining office welfare standards, stationery, office consumables and general running of company office.
- Assisting with management and development of the company as required. Promote all services currently offered by the company, general administration and any other duties as reasonably required.



Key Attributes for Post Holder

- Experienced administrator preferably with a formal education. The candidate should hold at least a Higher / A Level in English and preferably Maths.
- Previous experience liaising with contractors and construction industry personnel would be a definite advantage.
- 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. *It is essential that the post holder is a good personality fit with the management team of the company.*
- Excellent communication skills essential. Ability to converse confidently with people and excellent written & spoken English with a keen eye for detail is absolutely essential for the role.
- Excellent telephone manner & ability to remain calm in all situations.
- 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.
- A common sense approach to business and client requirements and the ability to quickly and accurately read situations is essential.
- Smart (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. **Additional note regarding the Covid-19 pandemic: as a result of restrictions for office working in line with government guidance, you may be required to work from home rather than within the company offices.***
- This position attracts 25 days annual leave (plus bank holidays).
- 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 role requires the post holder to be in a position of responsibility for the company. The business is working towards full FCA Approval status and as such, if we offer you the position, we may run a credit and background check to ensure you are suitable for the position. Please advise with your application if you think you may have any issues with this criteria.
- 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 which is developed with Line Managers to establish key targets and rewards (aims based on successful achievement of targets/stepping stone) for all 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 find out more about Q and its associated companies, please visit www.qassurebuild.co.uk.

Q Assure Build Ltd is an Appointed Representative of Marshall Wooldridge Ltd which is authorised and regulated by the Financial Conduct Authority - Reg. No. 136079. Registered in England at 11 Milbanke Court, Milbanke Way, Bracknell, Berkshire, RG12 1RP. No: 727 7528.