



PROXIMAL CONSULTING

Position: Case Administrator

Location: Wiltshire Marlborough SN8 4ND

Hours: Full Time

Salary: up to £23,000 depending on experience

Our client is an extremely successful and established firm whose core work area is producing detailed KYC (Know Your Customer) due diligence background reports on individuals and companies for our clients.

For your training period this role will be based in the offices near Marlborough, Wiltshire thus you must live within commuting distance of this location.

After training you will predominately work from the office with the option to work from home for part of your hours (the exact configuration can be discussed and agreed upon).

Please note that hybrid work is not guaranteed, and the expectation is that you will work predominately from the office.

Are you the right person for the job?

- Be able to deal with and prioritize varying workloads, such as quiet periods and busy weeks, with strict deadlines
- Attention to detail is key
- Be an enthusiastic team player
- Be willing to take responsibility
- Report and escalate concerns or issues to their manager when required
- Have excellent written and verbal communication skills
- Have strong interpersonal skills
- Have a high level of attention to detail
- Be highly organized with strong administration skills
- Have a flexible approach to working on a variety of tasks
- Appropriate and confidential handling of client data and information
- Have knowledge of GDPR and related information security processes and procedures
- Have good geographical and geopolitical knowledge, along with an interest in current global affairs
- Have good IT skills and knowledge. This is not a technical role but it does require the ability to understand basic technical principles and follow strict guidelines

What will your role look like?

- Receiving confidential client report requests: ensuring all the correct documentation has been provided and then saving and recording the information on internal systems
- Keeping track of a very busy workload in a timely and professional manner so that all team members know exactly what stage we are at with each case (note: requires the ability to juggle a lot of different client requests at the same time)
- Creating relevant internal electronic documents for each report request
- Managing correspondence with clients
- Updating office administration systems
- Communicating with our worldwide associates by e-mail
- Using software to generate and issue complex passwords to clients via different channels to global locations
- Encrypting client documents and files to strict company procedures
- Issuing reports to our clients by e-mail

- Assisting with other areas of day to day office administration

What can you expect in return?

- The option of hybrid working is available
- Free parking at our office
- Retail discount scheme
- Pension scheme
- Free eye tests
- Employee Assistance Scheme
- Gym discounts
- Voluntary private medical insurance
- Voluntary health care cash plan
- Annual appraisal and salary evaluation
- Training and development including external AML qualifications (where applicable)
- Lovely rural working environment at our office on the edge of Savernake forest

Apply via : Careers@proximalconsulting.com