

Job Description

Weekend Operations Assistant

Part Time Contract



Company Background

Serve Legal is the UK's leading retail compliance auditor, enabling market leaders to successfully measure and improve performance, and protect their businesses. We perform independent, mystery on-site and online audits enabling companies to establish if expected staff performance, operational standards and company procedures are in place.

Serve Legal is a dynamic, ambitious, growing company delivering over 15,000 audits per month with a UK-wide team of around 10,000 auditors. With expertise in age-restricted sales, retail audit, media compliance, allergen, home delivery and customer experience fields, we are expanding our business into new territories.

Equality, Diversity, and Inclusion: At Serve Legal, we value equality, diversity, and inclusion. We are committed to creating an inclusive environment for all our employees. We positively encourage applications from all suitably qualified and eligible candidates, regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Job Purpose

To work with Area Managers and the wider Operations team, assigning audits, approving submitted reports to the highest standards and in line with company objectives, and helping with other operational tasks where required over the weekend. Demonstrating the company's core values to ensure that audits are completed on time.

Principal Accountabilities

To support the operations team over weekends, working on a designated area, ensuring you are completing set tasks each weekend given to you by the relevant Area Manager. This will include supporting the below responsibilities alongside the Area Manager.

Supporting to recruit and manage an evolving team of auditors, ensuring efficient and cost-effective coverage of the designated region. This involves:

A) Communicating weekly with the Area Manager, and ensuring all given tasks are completed to the required standard and to deadline with detailed level of feedback for the Area Manager to track.

B)

- Allocating and approving audits:
- Briefing and training all auditors as appropriate.
- Monitoring the progress of audits
- Checking audit reports for quality and accuracy.

C) Managing auditor performance:

- Identifying and addressing both good and poor performance through the clear communication of objectives and appropriate training.
- Monitoring pass rates (for age test auditors), report quality and costs.

D) Building a sense of community through personal contact.

You will have the opportunity to increase your hours when volume is high and are expected to respond positively to the needs of the company. This may include opportunities during the week with additional responsibility and/or holiday cover.

BEHAVIOURS AND WORK-BASED COMPETENCIES

Essential

- Good time management and organisational skills; an incisive self-starter with the ability to prioritise tasks, demonstrate tenacity and meet deadlines
- Ability to cultivate strong working relationships; a positive and dynamic leader who inspires confidence.
- Decisive; composed under pressure. Reliable and tenacious
- Good communications skills; the ability to communicate clearly whether face to face, by phone or in writing
- Collaborative; Able to motivate and collaborate with others to achieve group targets; take a balanced and objective view; take pride in collective success
- Good understanding of Outlook, Word, Excel; has an understanding of Microsoft Office programmes and the ability to expand knowledge in these areas

Key Details

WORKING PATTERN

Saturday 6hours
Sunday 6hours

LOCATION

Remote Working. Occasional in person meetings in Manchester.

HOURS

12 hours per week

ANNUAL LEAVE

12 days

SALARY

£12.71 Probation and increase to
£13.45 post