

Service and Delivery Coordinator

Auscrypt, along with FTR, is a fast growing, global business providing innovative recording and transcription services to courts in a global market. We have recently expanded into the UK market developing on our strong presence in Australia and US through being awarded a significant government contract, and a number of strategic acquisitions. Our role in the justice system is critical and we are trusted by courts globally to manage their critical content and provide seamless, fast and accurate transcription services to courts and parties. This is completed through a combination of cutting edge technologies; to securely capture high quality audio and video and an experienced and skilled workforce.

We are currently focussed on global penetration and growth with our latest industry-leading technologies driving digital transformation in the justice system. We have an ongoing goal to continue to build an enviable work culture and environment that inspires our employees

We currently have a new and exciting role for a highly organised, highly motivated individual to join our team in our newly opened Birmingham office. As the **Service and Document Delivery Coordinator**, you will be responsible for coordinating the transcription quality processes within Auscrypt. This role will be responsible for Auscrypt's random sampling procedures to ensure we are measuring and delivering high quality transcription services in line with contracted KPI's. If you have a keen eye for detail, enjoy editing and research, this is an ideal position! No need for previous legal experience, just an excellent attention to detail, strong interpersonal skills and a desire to learn in a fast-paced environment!

Your key responsibilities will include:

- To merge and distribute quality and accurate transcripts to clients in a timely manner
- Develop and maintain productive relationships with internal stakeholders
- Conduct random sampling checks on completed transcripts; ensuring these are conducted independently and in line with respective policies and procedures
- Translate your knowledge of the guides and the transcription process into constructive and supportive written feedback to new/existing typists
- Liaise with Managers and Supervisors issues identified during random sampling
- Provide feedback on sampling to Account Management as required
- Proactively assist with implementing effective quality protocols and procedures in order to deliver quality output of transcripts
- Act as a technical reference point to staff and to provide "hands on" training and advice as required

To be successful in this role you will possess the following:

- Outstanding organisational and time management skills

- Fast and accurate typing skills
- High attention to detail and focus
- Research, editing, document control experience highly preferred
- Knowledge and application of English grammar, spelling, punctuation and syntax skills
- Excellent written and verbal communication skills
- General commercial awareness of impact of client requirements
- Intermediate MS Word

Desirable work experience/qualifications/skills

- Proven experience in a similar role, in a dynamic work environment
- Exposure to the legal industry
- Understanding of legal terminology
- Quality checking and/or document merging experience

Successful candidates must possess legal right to work in the UK and be able to pass BPSS/DBS background check.