

UKAS JOB DESCRIPTION

JOB DETAILS

Job Title: Assessment Manager

Job Location: Office/Home Based

Reports to: Accreditation Manager or Development Manager

Job Purpose:

To manage the provision of assessment services to allocated organisations in accordance with UKAS' policies and procedures to meet both UKAS' objectives and customers' expectations.

DIMENSIONS

Manage people: Yes

Budget Holder: No

Line Management: No

Key Contacts (Internal):

Accreditation/Development Managers
Assessment Managers
Administrative Support &
Liaison Staff

Key Contacts (External):

Customer Organisations: Directors, Senior Managers,
Technical Staff
Management & Administrative Staff
Suppliers' Directors & Senior Managers
Government Departments Senior Managers
Assessors
Professional Institutions

KEY RESPONSIBILITIES

Manage assessment teams and act as main point of contact for customers to ensure that the accreditation process (including assessment for Directives and Regulations) is carried out in accordance with UKAS procedures and the requirements of the appropriate accreditation standard.

Manage own accreditation caseload to ensure that routine surveillance and re-assessment work, extensions to scope, and subsequent action is undertaken correctly and to time and cost schedules utilising the necessary resources and technical expertise.

Participate in/carry out contract review in accordance with UKAS procedures.

Identify, appoint, monitor and manage the performance of assessors to ensure that the appropriate technical expertise is used in accordance with the requirements of UKAS in a cost effective and timely manner.

Act as lead and/or technical assessor where appropriate (including in support of other Assessment Managers) in accordance with UKAS methodology and procedures.

Provide reports of all assessment work (and review reports of sub-contract assessors) including recommendations for accreditation/ongoing accreditation as appropriate. Identify to the customer and UKAS any deficiencies against current accreditation criteria and UKAS requirements in order to ensure that the required standards are met.

Agree with customers corrective action/proposals necessary in order to maintain compliance with accreditation and UKAS requirements.

Ensure quotations/estimates for new work, surveillance, re-assessment, extra visits and extensions to scope are generated in accordance with UKAS charging policy.

Ensure that details of all assessment work and associated costs are provided to UKAS Administration/Accounts to enable accurate, timely and comprehensive invoices to be raised.

Where required, check and authorise payment of assessor invoices to ensure that claims are correct and in accordance with UKAS guidelines.

Attend, and organise as necessary, committees, working groups and other meetings and maintain contacts with other interested parties to ensure that the needs and interests of UKAS and customers as appropriate are represented.

Develop policies and procedures for specific areas of the company's activities in consultation with other UKAS staff and external advisers, consistent with the UKAS Quality System, to provide guidance for organisations and assessors and to ensure that UKAS is able to develop to meet changing business needs.

Investigate complaints as requested in order to make a recommendation on the action required.

Assist in the training of new staff and assessors to provide experienced guidance in the workings of the accreditation process.

Undertake internal audit duties as required by the UKAS Quality Manager in order to enable UKAS to meet its quality system requirements.

Respond to technical enquiries as appropriate including supporting the work of the other sections of the organisation.

Carry out other work commensurate with the duties of Assessment Manager outlined above as directed by the Accreditation/Development Manager in order to meet and fulfil UKAS' objectives and Agreements.

DECISION MAKING

Appointment of external Assessors to assessment teams.

Approval of technical expert and contract assessor invoices.

Approval of defined decisions in the accreditation process.

Making recommendations on decisions in the accreditation process for approval by Accreditation Manager.

Signature of Job Holder Date

Name

Signature of Job Holders Manager Date

Name