

Job Description

Assessment Manager – Core Customer Team

Job Details

Job title	Assessment Manager – Core Customer Team
Job purpose	To manage and perform quality system and/or technical assessments to evaluate the competence and conformity of customers against specified standards and UKAS requirements. To manage UKAS relationship with assigned customers throughout, in order to achieve delivery of UKAS objectives and meet customer expectation.
Job location	Head Office/Remote
Reports to	Section Head or Senior Assessment Manager (SAM)
Qualifications	
Essential criteria	+

Dimensions

Line management	Yes <input type="checkbox"/>	Budget holder	Yes <input type="checkbox"/>
	No <input checked="" type="checkbox"/>		No <input checked="" type="checkbox"/>

Job Purpose

Core responsibilities	Assessment Planning and Delivery
	<p>To work as a lead and/or technical assessor (as applicable) for a defined caseload.</p> <p>Manage the accreditation of assigned customers to ensure that all assessments are effectively managed with completion meeting defined timescales, including the production and delivery of assessment reports.</p>



	<p>Be accountable for each assessment of assigned customers to ensure that the service provided is fit for purpose, delivering robust findings, justifiable conclusions and recommendations.</p> <p>Select individuals with the appropriate skills and competence to create effective, competent assessment teams.</p> <p>Ensure that effort associated with the assessments and management of customers is commensurate with their scope and scale of accredited activities.</p> <p>Ensure UKAS policy and procedure in both technical and administrative areas related to the delivery of customer work is completed both compliantly and promptly.</p> <p>Provide 'added value' guidance on how accreditation and assessment standards could be used by customers to support their growth and development.</p> <p>Working with the Customer</p> <p>Develop and maintain strong effective working relationships with assigned customers, specifically:</p> <ul style="list-style-type: none">+ Being the key contact point for all aspects of their relationship with UKAS.+ Proactively manage the customer's relationship with UKAS, providing support and guidance to the customer at all levels in relation to UKAS processes.+ Communicate clearly and effectively to ensure customers are provided with necessary and relevant information regarding their activities with UKAS.+ Manage relationships such as to reduce the likelihood of conflicts arising between UKAS and the customer, with the ability to mediate where such conflicts do arise, whilst ensuring accreditation requirements are met.+ Assist with resolution of complaints against UKAS or complaints raised by 3rd parties regarding assigned customers.+ Take ownership of and responsibility for UKAS work performed for the customer from inception to completion to ensure expectations are managed and excellent customer service is provided.+ Have an awareness of the customer's financial standing and terms with UKAS, assist in the resolution of issues with outstanding debt. <p>Working with the Assessment Team</p> <p>For the duration of the assessment ensure the team is effectively led and managed.</p>
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	<p>Ensure any performance issues with utilised assessment resources are effectively managed.</p> <p>Ensure feedback on performance (positive and negative) is provided.</p> <p>Ensure that pertinent information regarding the assessment is delivered to, and received from, the assessment team.</p>
<p>Non-Core responsibilities</p>	<p><i>Involvement in the following areas will be on request of the Section Head or Senior Assessment Manager.</i></p> <p>Technical Expertise and Knowledge Transfer</p> <p>Contribute to the maintenance of UKAS' technical competence by:</p> <ul style="list-style-type: none"> + Being subject matter expert (Technical Focus Point) for a defined area of expertise. + Sharing knowledge and expertise freely within UKAS. + Assisting colleagues in responding to general queries from the public or customers related to an area of expertise. + Delivering presentations on UKAS activities and representation of UKAS in relevant external forums and committees. <p>General</p> <p>Technical review of assessment reports, the conduct of accreditation decisions and contract reviews.</p> <p>Participation in internal and external projects.</p> <p>Organising and chairing meetings and workshops.</p> <p>Contribution to on-going development of UKAS processes.</p>

<p>Signature of job holder:</p>		<p>Date:</p>	
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