

# Job Description

## Assessment Manager

### Job Details

<b>Job title</b>	Assessment Manager
<b>Job purpose</b>	To manage and perform management system and/or technical assessments to evaluate the competence and conformity of customers against specified standards and UKAS requirements. To manage UKAS relationships with assigned customers throughout, in order to achieve delivery of UKAS objectives and meet customer expectations.
<b>Job location</b>	Remote
<b>Reports to</b>	Senior Assessment Manager (SAM), Operations Accreditation Specialist, Accreditation Specialist or Head of Department
<b>Qualifications</b>	
<b>Essential criteria</b>	+

### Dimensions

<b>Line management</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<b>Budget holder</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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### Job Purpose

<b>Core responsibilities</b>	<p><b>Assessment Planning and Delivery</b></p> <p>To work as an Assessment Manager and /or Lead Assessor and/or Technical Assessor for a caseload, including supporting other Assessment Managers and sections, as required.</p> <p>Manage the accreditation of assigned customers to ensure that all assessments are effectively managed with completed in line with defined programmes. This includes the production and submission of assessment reports and findings in line with relevant deadlines and KPIs.</p>
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	<p>Be accountable for the delivery of robust assessments of customers to determine whether accreditation requirements are being met. Issue assessment findings, recommendations and conclusions that are clear and justifiable, whilst ensuring that the service provided to the customer is fit for purpose.</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, scale and risk of accredited activities.</p> <p>Ensure UKAS policy and procedure in both technical and administrative areas related to the delivery of customer work is adhered to compliantly and promptly.</p> <p>Provide impartial and 'value added' guidance on how accreditation and assessment standards could be used by customers to support their growth and development. Consultancy is not to be provided at any time.</p> <p><b>Working with the Customer</b></p> <p>Develop and maintain strong effective working relationships with assigned customers, specifically:</p> <ul style="list-style-type: none"> <li>+ Being the key contact point for all aspects of their relationship with UKAS.</li> <li>+ Proactively manage the customer's relationship with UKAS, providing impartial support and guidance to the customer and its representatives in relation to UKAS processes.</li> <li>+ Communicate clearly and effectively to ensure customers are provided with necessary and relevant information regarding their activities with UKAS.</li> <li>+ Manage relationships 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.</li> <li>+ Investigate and assist with resolution of complaints against UKAS or complaints raised by 3<sup>rd</sup> parties regarding assigned customers.</li> <li>+ 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.</li> <li>+ Have an awareness of the customer's financial standing and terms with UKAS, assist in the resolution of issues with outstanding debt.</li> </ul>
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	<p><b>Working with the Assessment Team</b></p> <p>For the duration of the assessment ensure the team is effectively led and managed.</p> <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>To work with customer liaison teams and other internal stakeholders, providing relevant information as required.</p> <p><b>Other</b></p> <p>Any other business related tasks assigned to you.</p>
<b>Non-core responsibilities</b>	<p><i>Involvement in the following areas will be on request of Section management as applicable.</i></p> <p><b>Technical Expertise and Knowledge Transfer</b></p> <p>Contribute to the maintenance of UKAS' technical competence by:</p> <ul style="list-style-type: none"> <li>+ Being subject matter expert (Technical Focus Point) for a defined area of expertise.</li> <li>+ Sharing knowledge and expertise freely within UKAS.</li> <li>+ Coordination and/or management of Technical Advisory Committees.</li> <li>+ Authorship of relevant external UKAS publications or internal policies and procedures.</li> <li>+ Responding to general queries from the public or customers related to an area of expertise.</li> <li>+ Assisting colleagues in responding to general queries from the public or customers related to an area of expertise.</li> <li>+ Delivering presentations on UKAS activities and representation of UKAS in relevant external forums and committees.</li> </ul> <p><b>Internal Audit</b></p> <p>Assist the Head of Department in the review of audit findings and implementation of corrective and preventative actions.</p> <p>Assist the Quality Manager in conducting internal audits.</p>

	<p><b>Training and Competence Monitoring</b></p> <p>Assist in the selection, development and training of permanent and contractor resources within the section.</p> <p>Mentoring and coaching of permanent and contractor resources within the section.</p> <p>Undertake monitoring and evaluation of contracted resources.</p> <p><b>General</b></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>Contribution to on-going development of UKAS processes.</p>
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<b>Signature of job holder:</b>		<b>Date:</b>	
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