

Job Description

Witness Assessment Coordinator

Job Details

Job title	Witness Assessment Coordinator
Job purpose	To provide administrative and logistics support to the accreditation sections for defined customer and/or assessment managers and to process administration tasks defined by the accreditation cycle at a pace, quality and efficiency to exceed customer and internal expectations and KPIs
Job location	Office based (with hybrid working option)
Reports to	Customer Service Team Leader/ Assistant Team Leader
Qualifications	
Essential criteria	+

Dimensions

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

Core responsibilities	<p>To progress defined administration tasks to completion in support of the accreditation cycle and in line with internal processes providing an efficient and professional service to UKAS customers. Tasks to include but not limited to:</p> <ul style="list-style-type: none"> + Witness Assessment Visit Coordination Liaison between Customers, Assessment Managers and Contracted Assessor & Experts; + Management of overdue and due visits and prompt escalation of issues.
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	<p>To provide a point of contact for UKAS customers and external enquirers, taking ownership of enquiries and responding with relevant information, ensuring high quality customer service is delivered and a customer orientated culture is maintained throughout UKAS.</p> <p>To actively monitor, progress and resolve key processes associated with the accreditation cycle and take effective action to resolve any overdue items through collaboration and liaison with relevant parties.</p> <p>To coordinate with other members of staff to ensure continuous operational cover and therefore, consistency of operations at all times.</p> <p>To maintain accurate and up to date internal records, files and databases to ensure efficient retrieval of information.</p> <p>To process any additional tasks, as agreed with Line Manager, in an efficient and timely manner in line with internal processes.</p> <p>DECISION MAKING RESPONSIBILITY</p> <p>Prioritisation of own workload to achieve company KPIs</p> <p>Escalation to Customer Service Team Leader/Assistant Team Leader as appropriate in line with company KPIs</p>
Non-Core responsibilities	+

Signature of job holder:		Date:	
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