

JOB DESCRIPTION	
Job Title	Business Process and Systems Manager
Department	UK Operations
Reports To	Global Operations Director
Job Type	Full-Time
Reporting	Weekly and monthly reporting
Line Management	This role involves significant collaboration with the IT department, Operations Team, client management teams, and the UKAS accreditation body (portal).
Purpose	The Business Process and Systems Manager is pivotal in overseeing and enhancing the operational systems that support NQA's certification processes. This role ensures the integrity and compliance of business systems with UKAS standards, driving efficiencies and accuracy in reporting, and managing system-based workflows and audits. The position requires a deep understanding of both technical systems and accreditation requirements, serving as a bridge between operational needs and system capabilities.
Budget	None
Location	Warwick House / Hybrid / Remote (flexible based on candidate location)
Skills & Competences	<p>Essential:</p> <ul style="list-style-type: none"> • High degree of professional integrity and reliability. • Strong analytical and problem-solving skills with a detailed understanding of complex systems and operational requirements. • Excellent leadership qualities, able to inspire and motivate teams. • Superior organisational and time management skills; adept at managing multiple priorities under tight deadlines. • Effective communicator, capable of articulating complex information to a variety of audiences. <p>Experience:</p> <ul style="list-style-type: none"> • Experience in business support management within a certification or regulated industry, with a good understanding of UKAS requirements and processes. • Experience in leading and developing teams, managing projects, and implementing system improvements. • Demonstrable track record in strategic planning and execution, with tangible improvements to business processes. <p>Education, Qualifications, and Training:</p> <ul style="list-style-type: none"> • Bachelor's degree in business administration, Information Systems, or a related field, OR equivalent experience. • Professional certifications related to quality management systems (e.g., ISO 9001 Lead Auditor), project management (PMP) (preferred) • Ongoing commitment to professional development, including knowledge of current and emerging industry trends. <p>Other Requirements:</p>

	<ul style="list-style-type: none"> • Ability to travel as needed for team meetings, and professional development opportunities. • Proficiency in a range of software applications and platforms, particularly those related to business systems and data management.
Responsibilities	<p>Strategy and Leadership:</p> <ul style="list-style-type: none"> • Develop and maintain a strategic approach to the management and improvement of business systems within the scope of NQA's operational framework. • Provide leadership and direction to the wider team when required to further improve system understanding, ensuring high levels of trust, understanding, competence, and system performance. • Act as the primary liaison with UKAS and other accreditation bodies concerning business systems management and compliance. <p>Operational Responsibilities:</p> <ul style="list-style-type: none"> • Oversee the deployment, monitoring, maintenance, development, and upgrade of business systems, particularly EQM. • Ensure that all business systems and processes comply with necessary standards and facilitate efficient operations. • Spearhead the integration of new technologies to enhance operational effectiveness and customer satisfaction. <p>Reporting and Compliance:</p> <ul style="list-style-type: none"> • UKAS Certcheck uploads: Bi-weekly generation and review of certification check reports to monitor and ensure continuous compliance with accreditation standards. • New Work Reconciliation Reports: Monthly reconciliation of all new work entries in the system, ensuring accuracy and completeness of records. • Late Reports and Overdue Reviews Reports: Generate monthly and weekly reports respectively, identifying any discrepancies or delays in reporting and initiating corrective measures. • Fee Run Support: Oversee and ensure the accuracy and timeliness of the fee processing system, resolving any issues as they arise. (Q1 each year) <p>Support Functions:</p> <ul style="list-style-type: none"> • EQM System Support: Provide ongoing support and updates for the EQM system, ensuring it meets the team's needs and compliance standards. • Record Updates and Management: Regularly update and maintain records within the EQM to reflect accurate and current data. • New Starters System Setup: Manage the setup and training of new starters within the operations team, ensuring they are proficient in using all required business systems. • Bespoke Reports Development: Create and maintain customised reports for various internal stakeholders, designed to aid in strategic decision-making and operational assessments. • Marketing: Assist the team, when necessary, by providing business systems information and support for marketing campaigns. <p>Customer and Client Management:</p> <ul style="list-style-type: none"> • Collaborate with client management teams to ensure that business systems enhance client service delivery and satisfaction.

	<ul style="list-style-type: none"> Actively engage with key clients to gather feedback and identify opportunities for system enhancements. <p>Service Delivery and Quality Assurance:</p> <ul style="list-style-type: none"> Ensure rigorous quality control of all system outputs, making sure that all reports and data management practices meet the required standards and contribute positively to the organisation's integrity and reputation. Implement continuous improvement practices to refine systems and processes, thereby increasing the overall effectiveness and efficiency of services provided. 	
Job Description Authorised by (Relevant Line Manager/Director)	Signature:	Date:
	Name:	
I understand and accept this document as a description of the responsibilities, authorities and duties placed on me.	Signature:	Date:
	Name:	