

Job Description

Job details:

Job Title:	Global Operations Director
Department:	NQA UK SLT
Reports to:	NQA UK Managing Director (Dotted line to NQA President for International expansion activities related to Kiwa Business Assurance Sector)

Job Purpose:

The Global Operations Director will lead, manage, and continually improve the activities relating to customer experience, operational and technical activities within NQA UK, NQA India, EMEA agents and other Kiwa offices utilising NQA UK's accreditations.

The Operations team is at the centre of business performance. This team is responsible for the delivery of back-office client experience and operational processes which support the delivery of audits, working closely with the technical managers and specialist ensuring adherence to technical requirements. This role will provide:

- **Direct services to NQA UK/EMEA operational activities**
- **Operational support needs to certification activities in region for NQA (USA, China & APAC)**
- **Operational support for Kiwa Business Assurance (and other sector) cross nation strategies**

The Global Operations Director plays a pivotal role in ensuring NQA delivers its operational, financial and regulatory objectives. Within the role, you will lead in delivering NQA's continuing cultural journey to excellence in client experience and process delivery. Identifying opportunities for process enhancements and efficiencies, implementing best practices to streamline operations.

This role requires a strong customer focus to deal on a day-to-day basis with external and internal customers, suppliers and key partners.

Key deliverables

General Focus

- To Develop and implement Operational strategy in alignment with operations, accreditation and organization objectives for all services
- Actively maintain a working knowledge of all specific industry requirements and emerging challenges as well as competitor service approaches to inform strategy development and implementation
- Ensure the cultural aspect of strategy drives an operational team mindset that delivers a pace of work to achieve day to day results and solution-oriented actions
- To work to ensure effective relationships and process interfaces between functional departments across the business
- To stay connected and manage the day-to-day pace of work processes, including involvement in resolving through-put constraints and roadblocks
- Collaborate with Business wide teams (Technical, Operations, Business) to establish plans for achieving local and international strategic business objectives
- Develop and manage operational budgets
- To identify upcoming changes to regulations and work with the Global Accreditation Director to ensure required changes are undertaken
- Continue to develop the remote technical review function in NQA India to support ambitious growth plans of NQA/Kiwa and introduce flexibility in our approach towards supply and demand activities associated with administration and technical review work

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UK Focus

- Overall delivery of NQA's core objectives including (but not exclusively) audit day delivery, auditor utilisation, technical decision output, regulatory compliance, operational efficiency, client experience and overall EBITDA
- To focus the team on operational efficiency with a solution mentality to achieve day to day success and meet productivity targets
- Ensure measures are in place and actively managed for accreditation/process performance and communicated and understood by all NQA UK management
- To instil a culture of customer focus, operational excellence, and continual improvement
- To represent NQA at industry level at relevant client, industry or technical events/meetings/committees
- To ensure that NQA UK delivers its services in compliance with certification and business regulatory requirements (ISO 17021, GDPR etc.)
- To drive operational leadership team to monitor core processes and detailed service delivery attributes for achievement of objectives through KPIs and reporting on these systematically to the business
- Ensure Operational Leadership team works with the Field Director in conducting continuous forecasting to pre-empt resource challenges and constraints
- Work closely with NQA's Managing Director (UK, EMEA, India) and NQA UK SLT to drive strategy, business performance and engaging culture, ensuring growth objectives are achieved and CX is improved
- Monitor all key client accounts to ensure that NQA is meeting customer expectations while maintaining the growth and profitability on the account

International Focus (SNQA/APAC Agents, NQA EMEA Agents, NQA India (Direct customer & back-office), Kiwa Local Offices, etc.)

- Support the development, implementation and ongoing compliance and effectiveness of the global harmonization strategies of the Kiwa Business Assurance sector
- Develop, implement and maintain global approach to use UK based accreditations and processes for supporting cross Kiwa Accreditation schemes (Processes, ICC (International Competency Center), ISC (International Service Center), etc.)
- Overall delivery of accredited certification service support of Kiwa local office customers. Including timely service delivery to meet customer and accreditation needs
- Work with local office management to determine work volumes, support needs and work prioritizations.
- Ensure intercompany transfer pricing is established in alignment with accreditation and other services provided and properly managed in support of financial department needs
- Ensure measures are in place and actively managed to ensure accreditation/process performance is understood and communicated to all interacting Kiwa global locations using NQA UK accredited support services
- Ensure use of India back-office services used by other Kiwa locations is effective, timely and meets all accreditation requirements
- Support Finance Director, NQA Managing Director (UK, EMEA and India), President NQA and Business Assurance (BA) Sector Managing Director to ensure NQA local and global activities support the effective management of the broader BA business
- Participate in M&A activities, due diligence and integration activities where required
- Identify and evaluate strategic partnerships and alliances

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Person Specification:

Personal

- Exceptional personal integrity
- Strong leadership skills, passion about their field of expertise with the ability to inspire and motivate their team and colleagues across NQA/KIWA
- Highly motivated with strong organisation skills, target driven and high level of attention to detail
- Ability to effectively convey information to audiences through presentations and other mediums
- Ability to prioritise workload and meet challenging deadlines through excellent time management skills with minimal supervision
- An ability to operate and influence at an Executive Level and experience of consulting, presenting, and communicating with executives and other key stakeholders
- Effective communication and interpersonal skills together with a collaborative working approach
- Ability to use MS office applications (PowerPoint, Word, Excel & Outlook) and Business ERP Systems

Experience

- Strategic planning and implementation at a leadership level
- Leading teams and working at senior management level
- Operations leadership level in a high-volume service environment
- Working in a regulated environment, in particular the certification industry in an operational or technical role
- Proficient understanding of the role of accreditation, International/National Quality Infrastructure
- Management systems certification (or equivalent) and managing customers in a regulated industry environment (ISO 17021 or similar)
- Building effective relationships; internally, externally and internationally

Education, Experiences, Licenses and Certifications

- A bachelor's degree or equivalent experience
- Ideal Candidate - Masters degree in business, strategy etc or equivalent (e.g. MBA)
- Full, clean, valid driving licence

Prepared by: Laura Fletcher, Managing Director
(UK, EMEA, India)

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