

JOB DESCRIPTION	
Job Title	Head of UK Operations
Department	Operations
Reports to	Global Operations Director
Reporting	Weekly and Monthly reporting to the Global Operations Director on performance related to core business metrics inc. Scheduling performance, Technical review performance and resource impact analysis.
Line Management	<p>This role has direct line management responsibilities for:</p> <ul style="list-style-type: none"> • Scheduling Manager • Operations Manager
Purpose	<p>Overall delivery of NQA UK's core objectives including (but not exclusively) audit day delivery, auditor utilisation, technical decision output, regulatory compliance, operational efficiency, client experience and overall EBITDA.</p> <p>This role requires a strong customer focus to deal on a day to day basis with external and internal customers, suppliers and key partners.</p>
Budget	The post-holder does not have budgetary responsibilities, but will have responsibility for supporting the Global Operations Director in ensuring the delivery of revenue, operating costs and profitability.
Location	Office Based – Warwick House / Hybrid
Qualifications required for the Role	<ul style="list-style-type: none"> • A bachelor's degree or equivalent experience. • Full, clean, valid driving licence.
Skills & Competences	<p><u>Required</u></p> <ul style="list-style-type: none"> • A bachelor's degree or equivalent experience. • Full, clean, valid driving licence. • 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. • Ability to use MS office applications (PowerPoint, Word, Excel & Outlook) and Business ERP Systems. <p><u>Desirable skills/experience</u></p> <ul style="list-style-type: none"> • 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. <p><u>Personal attributes</u></p> <ul style="list-style-type: none"> • Exceptional personal integrity.

	<ul style="list-style-type: none"> • Strong leadership skills, passion about their field of expertise with the ability to inspire and motivate their team and colleagues across NQA. • 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. •
Responsibilities	<p><u>Management</u></p> <ul style="list-style-type: none"> • To work with the Global Operations Director to develop and implement Operational strategy in alignment with operations, accreditation and organization objectives for all products and services. <ul style="list-style-type: none"> ○ Implementing strategy that ensures the needs of all Industry, Accreditation and Customer stakeholders are addressed ○ Actively maintaining a working knowledge of all specific industry requirements and emerging challenges as well as competitor service approaches to inform strategy development and implementation ○ Ensure culture aspect of strategy delivers an operational team mindset that delivers a pace of work to achieve day to day operational results including solution oriented actions. ○ Collaborate with Business Unit teams (Technical, Operations, Business) to establish plans for achieving local strategic business objectives • To represent NQA at industry level at relevant client, industry or technical events/meetings/committees • To lead and manage the UK Operations Team – Client Management, Scheduling, Technical Review and Decision Making. • To manage and build an effective team ensuring skills development and effective team working. • To be responsible for managing the health, safety and wellbeing of staff within the Operations team. • To maintain awareness of industry & Accreditation risks and challenges to ensure that processes and staff are capable of addressing Industry needs with regards to the ‘value of certification’ perspective. <p><u>Customer Experience</u></p> <ul style="list-style-type: none"> • To instil a culture of customer focus, operational excellence, and continual improvement. To deliver functional business improvement plans. • To improve the management system to put the customer at the heart of the process and ensure exceptional service delivery.

	<ul style="list-style-type: none"> To ensure operational processes and employees deliver strong customer experience and value-added service delivery. To act with commercial acumen to identify and (where appropriate) deliver commercial opportunities. To support the product/proposition process working closely with the Commercial Director <p><u>Operational Focus</u></p> <ul style="list-style-type: none"> To stay connected and manage the day to day pace of work processes, including involvement in resolving throughput constraints and roadblocks To focus Operation team on operational efficiency with a solution mentality to achieve day to day success that results in overall financial results To work to ensure effectiveness relationships and process interfaces between functional departments across NQA. To lead and be responsible for the decision making, competence and other technical requirements of the “operations” team. To ensure that NQA UK delivers its services in compliance with certification and business regulatory requirements (ISO 17021, GDPR etc.) To consistently improve the technical knowledge of the “operations” team that supports the regulatory requirements of the organisation (Decision maker capability etc). To Ensure that Operational processes are optimized for efficient & effective service delivery balancing throughput, utilization, customer value, and accreditation integrity. To monitor core processes through KPIs and reporting on these systematically to the business, NQA Directors and the Managing Director where appropriate. <p><u>General Requirements</u></p> <ul style="list-style-type: none"> To work with the Field Director in conducting continuous forecasting to pre-empt resource challenges and constraints. To ensure that an ongoing program of CPD and training and development requirements is in place across the Operational teams. Coach, motivate & guide the Operations team in achieving growth targets. Build a culture of customer focused teamwork in the function, partnering with customers for mutual success. Work closely with the Commercial Director to onboard new business clients and ensure the effective handover – especially with tender clients To undertake any further activities as required from time to time by the Senior Leadership Team
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Job Description Authorised by (Relevant Line Manager/Director)	Signature:	Date:
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I understand and accept this document as a description of the responsibilities, authorities and duties placed on me.	Signature:	Date:

	Name:	
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