**Job Description**

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| Job details: |  |
| Job Title: | Client Executive - Automotive |
| Department: | Automotive |
| Reports to: | Automotive Operations Manager |

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| NQA Certification Ltd |
| NQA helps SMEs, large enterprises and non-profit organizations to perform better in Quality, Aerospace, Automotive, Environment & Energy, Information Security and Health & Safety management. We make sure these improvements continue year in, year out. Our clients never stop improving. We do this by providing accredited certification, training and technical support for management systems. We've been working in partnership with our clients for over 30 years to help them achieve their aims.NQA is part of NTS, a global leader in independent environmental simulation testing, inspection and certification services. NTS serves a broad range of industries, including the civil aviation, space, defence, nuclear, telecommunications, industrial, and electronics, medical and automotive markets.NQA is one of the world's leading third party certification bodies providing product and management systems certification in over 28 countries.  |

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| Role Outline & Dimensions  |
| This is a practical hands-on position, which would be ideal for a candidate who is looking to work for a growing and dynamic global business. This will be a varied role and would be suitable to a candidate with demonstrable experience in a similar role.This is a specialist technical role which requires the post holder to be customer driven and build strong working relationships with clients and other stakeholders to impart technical information and develop, build and grow the NQA client base within the sector. Ideally the candidate will have work experience within the automotive sector but other technical sector experience such as Aerospace, Medical, rail, telecommunications, electrical and high end manufacturing would be suitable.To provide customer excellence, technical expertise, develop and manage NQA’s business within the automotive sector and to provide the necessary support to deliver improvements in business processes relevant to the sector and to ensure compliance with accreditation criteria.Reporting – The post holder will report to the Automotive Operations ManagerBudget – The post-holder does not have a budgetary responsibilitiesLocation – the post primarily office based but may require some travel to clients premises and other locations as required  |

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| Key Duties and Responsibilities: |
| * Deliver effective account management of a defined client base within the automotive sector to ensure their needs and expectations are being met
* Keep up to date with sector regulatory requirements, changes to standards and best practice within the industry sector and preparing briefing notes as appropriate
* Ensure compliance with the relevant accreditation criteria and take part in internal and external regulatory audits of the sector
* Promote the use and benefits of management systems within the automotive sector through responding to enquires and identifying opportunities for sales, including responses to invitations to tender
* Ensure appropriate technical review of client audit reports and contract reviews issuing client certificates and maintaining databases
* Attend client, consultant, industry or agent meetings as required
* Assisting in the generation of management information reports.
* To provide support for other general and administrative tasks within their competence as directed by the Automotive Operations Manager when the need arises.
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| Person Specification:Essential | Desirable |
| Communication and interpersonal skills to allow effective communication verbally and in writing at all levels within an organisation  | Work Experience with the automotive sector.  |
| The ability to make decisions, prioritise workload, apply initiative and work under pressure, whilst having a proactive approach. | Degree or higher education qualifications of a technical or engineering nature. |
| The ability to work with IT and adapt to the use of IT systems. | Knowledge and understanding of ISO9001 and/or the IATF 16949 standards. |
| Competence to manage own workload to fit in with client/agent time-frames and deadlines, whilst working within a team environment. |  |
| The ability to understand information of a technical engineering nature |  |
| The ability to research and analyse information, demonstrating attention to detail |  |
| Self-motivated with the ability to use own initiative and make decisions  |  |
| Ability to use MS office applications (PowerPoint, Word, Excel & Outlook) |  |
| High attention to detail with flexible attitude |  |
| Excellent written and verbal communication skills |  |
| Ability to progress towards Management Systems qualifications (ISO 9001, IATF 16949 ADP qualification). |  |

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| Prepared by: | Date: |
| Stephen Barnes, Automotive Operations Manager  | February 2019 |