

BSI Job Description

Job Title: Client Manager
Reports To: Service Delivery Technical Manager
Industry: Aerospace

PURPOSE OF POSITION:

To carry out assessments of clients' Management Systems to ensure that they meet the requirements of International Standards such as ISO 9001:2008, and other standards where competent.

KEY DUTIES / RESPONSIBILITIES:

- Undertake assessments in accordance with BSI requirements.
- Prepare assessment reports and deliver findings to clients to ensure client understanding of the assessment decision and clear direction to particular items of corrective action where appropriate.
- Recommend the issue, re-issue or withdrawal of certificates, and report recommendations in accordance with BSI policy, procedures and prescribed time frame.
- Lead assessment teams as required ensuring that team members are adequately briefed so that quality of service is maintained and that effective working relationships are sustained both with Clients and within the team
- Establish and develop an effective partnership, which secures the commercial relationship and encourages opportunities for business development and increased client satisfaction with clients in your portfolio.
- Provide accurate and prompt information to support services, working closely with them to ensure that client records are up to date and complete and that all other internal information requirements are met.
- Plan/schedule workloads to make best use of own time and maximise revenue-earning activity.
- Coach colleagues as appropriate especially where those members are inexperienced assessors or unfamiliar with clients' business/technology and assist in the induction and coaching of new colleagues as requested.
- Maintain and develop assessment-skills and technical and management system standards knowledge.

KNOWLEDGE / SKILLS / EXPERIENCE

- Education: engineering or technical degree
- Work experience: at least 2 years AQMS work experience within the past 10 years
- Successful completion of QMS Lead auditor training course and auditor by national recognized personnel certification body
- Demonstrates knowledge of how a business operates to ensure appropriate interpretation of standards.
- Demonstrates interpersonal skills with the proven ability to communicate effectively at all levels within an organisation and BSI.
- Proven negotiation skills to be able to explain assessment findings to organisation's management.
- Excellent presentation skills, able to present assessment findings professionally and effectively, often through formal stand-up presentation to a group of senior managers.
- Energy and commitment to undertake the assessor role, which can be very demanding, working within different premises every day, being in front of the client and constantly on the move.
- Learning ability to keep up with changes to business, industry, management thinking and developing assessment styles.
- Possess IT skills and be conversant with basic packages including MS Word, the Internet, and e-mail.

- Strong written communication skills able to formulate clear, concise and professional reports, explaining technical issues, within required timeframes. Effective communication through the written word is essential.
- Self organisation skills / self motivated - operating from home and remote from any BSI office, the assessor needs to be able to manage their own workload to maximise self-effectiveness.
- Demonstrate thorough technical knowledge to be able to interpret the language of the Client organisation.
- As driving is considered essential to the fulfillment of your duties, you must provide evidence that your driving licence has less than six penalty points.

TRAINING & DEVELOPMENT

All Assessors are expected to reach Lead Assessor status through a process of training, examination and evaluation. This covers both their skills in auditing and their ability to manage teams of colleagues drawn together on large or more complex assessments.

Upon commencement appointees will begin a structured development programme to enable them to achieve BSI Assessor status within their first six months of employment, and then to progress to BSI Lead Assessor status.