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**JOB SPECIFICATION SHEET**

<b>FUNCTION:</b>	Operations Officer (Technical)
<b>QUALIFICATIONS:</b>	Qualified to ONC/HNC Level in a technical or scientific subject. Preferred – additional supplementary training and/or continuing professional development in related management areas of Health & Safety, First Aid, Fire Safety Training, Internal Auditor training.
<b>EXPERIENCE:</b>	Minimum – five years' experience at first line management level in a manufacturing or production-based environment. Preferred – some experience within a certification/Inspection body or similar technical services company with exposure to International markets.
<b>DUTIES:</b>	<p>Responsible for supporting the Technical / Operations Manager(s) in all aspects of the business in its operation as an accredited certification body including:</p> <ul style="list-style-type: none"><li>- Assist with Implementation and administration of the company's operating systems within domestic offices and subsidiary companies</li><li>- Input into ongoing development of company operating systems</li><li>- Processing of Quotation Requests in line with company policies and current International Standards.</li><li>- Overseeing the operations flow to ensure maximum throughput and continuous improvement is achieved</li><li>- Development and issuance of International Training Bulletins based on underlying trend analysis.</li><li>- Assisting Certification Manager with UK client administration and competence record keeping.</li><li>- Processing of certification through domestic and overseas offices</li><li>- Supporting operations staff in day to day running of the company's technical processes</li><li>- Supporting the senior management team in management of overseas licensees &amp; agents</li><li>- Co-operating with enquiries from internal auditors as part of the company's internal audit programme</li><li>- Assisting with delivery of KPI's related to domestic and overseas marketing plans and strategies</li><li>- Any other duties as may be required by the business</li></ul>
<b>REPORTING TO:</b>	Technical / Operations Manager(s) with a functional responsibility to the Scheme Manager.

**Issue Date:** 24<sup>th</sup> July 2018

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