



Job Specification

Assessment Services Team Leader

Job title: Assessment Services (AAS) Team leader
Location: 30 Park Gate, Milton Park, Abingdon OX14 4SH
Reporting to: Assessment Services Operations Manager



services for sustainable procurement
global resource. local skills.

Job level: Level 3b

Purpose of the job:

To distribute and allocate work to team members and to supervise the day to day activities involved in managing the operational audit process.

Key responsibilities

- Scheduling and allocating of tasks and driving the customer service culture/approach of the AAS Operations team
- Supervision and motivation of other members of the team
- Assist in recruitment and training of appropriate staff in order to ensure the smooth delivery and maintenance of services.
- Support high levels of growth and customer satisfaction
- Control and monitoring of team members' performance to achieve established goals and targets
- Develop/refine processes to improve service to customers and reduce costs
- Presentation of accurate reporting to internal departments, sector managers and AAS management team
- Take a proactive approach to achieving monthly budgeted figures
- Implement and manage a proactive approach to process, relationship and performance improvement across the team
- Represent AAS Operations in team meetings, inter-department meetings and seminars/customer meetings
- Work with internal and third-party auditors, Audit Manager/Audit Programme Managers, Sector Managers and other UKI teams to ensure seamless delivery of audit process
- Respond to customer enquiries relating to audit matters and manage customer concerns appropriately, escalating to Operations Manager where required
- To work with the Operations Manager to contribute to the implementation and delivery of new back office systems (EVE)
- Actively establish requirements and potential issues relating to the AAS long-term business strategy
- Contact customers by telephone, email, letter or fax to ensure the audit process is delivered to the best possible standard
- Update and maintain the customer database using in-house applications
- Carry out other tasks to deliver the audit process to the AAS SLA and department/individual KPIs

- To work within framework of corporate standards and policies

Physical factors

The post holder should be robust with a good record of health and attendance. They should be smartly presented and articulate.

Knowledge and previous experience

- Educated to degree level or equivalent.
- Excellent PC skills and computer literacy are essential
- Advanced administrative and customer care experience, ideally within a medium to large organization
- Understanding of Audit processes (Essential)
- Ability to work using own initiative and without direct supervision (Essential)
- Confident communicator & Team Player (Essential)
- Confident in dealing with very senior people in various organizations (Essential)

Previous training

Previous experience and training gained in an audit or customer service orientated environment are essential.

Essential skills

- An advanced working knowledge of MS Office (including Word, Excel and PowerPoint), Outlook and the Internet
- Previous experience of using customer management tools
- Articulate and able to demonstrate verbal reasoning
- Excellent accuracy and attention to detail
- Excellent written, telephone and face-to-face communication skills
- Very good listening skills
- Logical thought
- Confident and professional manner when speaking to team/suppliers/customers

Desirable skills

- Knowledge of internet applications
- Understanding of Health & Safety

Training

Information about the organisation and the systems will be given during a period of induction. Training will be given on specific software.

Person specification

The AAS Operations Team Leader will be supervising a small group where effective team playing and interpersonal skills will be significant. They should be able to motivate team members and work with initiative to ensure team activities are efficient and effective.

They should enjoy dealing with customers and service providers, and seek to provide a consistently high quality service.



Achilles Information Limited

30 Park Gate Milton Park Abingdon Oxon OX14 4SH UK

T: +44 (0)1235 820813 F: +44 (0)1235 821093 E: jobs@achilles.com www.achilles.com

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The work involves accuracy and close attention to detail, requiring good administrative and organisational skills. It will be important to demonstrate sound time management and planning while remaining flexible in approach. Working to deadlines is important and the environment can be pressurised at times. They should be able to manage multiple tasks at one time, whilst maintaining a consistent, high quality service.

The post holder should be enthusiastic, committed and interested in enhancing the Assessment Services business.

Additional information

There may be an occasional requirement to work beyond contracted hours and working at other offices, so mobility and a clean driving license would be preferable.

Salary: Competitive salary + OTE

Benefits: 25 days annual leave
Non contributory pension scheme
Subsidised membership of health club
Company sickness scheme
Childcare voucher scheme
Life Assurance Scheme
Flexi time

Postal Applications to: Human Resources Department
Achilles Information Limited
30 Park Gate
Milton Park
Abingdon
Oxon
OX14 4SH

Email Applications to: jobs@achilles.com



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