

Career Opportunity

Job Title:	CLIENT MANAGER
Vacancy Ref:	UAE/1
Grade:	Operational Delivery
Salary Range:	180k AED per annum
Dept:	Operations
Location:	Dubai, United Arab Emirates

Job Purpose: To deliver assessments for Management Systems clients in UAE to ensure that they meet the requirements of International Standards such as ISO 9001:2000, and other standards where appropriately trained.

Key Result / Areas:

- Undertake the assessment of clients in accordance with BSI requirements.
 - Make presentations and prepare assessment reports outlining the findings of the assessment 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.
 - For the portfolio of clients allocated, establish and develop an effective partnership, which secures the commercial relationship and encourages opportunities for business development and increased client satisfaction.
 - 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.
 - In co-operation with Planning & Logistics and other operations functions, plan/schedule workloads to make best use of own time and maximise revenue-earning activity.
 - 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.
 - Support and 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.
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- Maintain and develop own skills and knowledge both technologically and in the field of management and standards.
 - Other responsibilities as specified from time to time.

Candidate Spec:

- Qualifications and/or equivalent industry experience, ISO 9001, ISO 14001, OHSAS 18001 and Product Certification capability preferred
- Customer focused with sound business and management system knowledge
- High level interpersonal skills with the proven ability to communicate effectively at all levels within a client/s organisation and BSI.
- Proven negotiation skills to be able to negotiate technical issues when dealing with the client organisation's management in relation to assessment findings.
- Excellent and effective presentation and written communication skills
- Learning ability to keep up with changes to business, industry, management thinking and developing assessment styles.
- Good IT skills, conversant with basic packages including MS Word, the Internet, and e-mail.
- An active, self motivated and organised person - operating remote from any BSI office, the assessor needs to be able to manage their own workload to maximise self-effectiveness.
- Good command of English required.
- Ability to travel and a valid driving licence

Contact:

Please forward CV with brief covering letter to: lalita.dsouza@bsigroup.com

NO AGENCIES – We regret we are unable to accept applications via employment agencies.

If an internal candidate, please advise your manager of your interest in this opportunity.



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