

## **Certification Manager**

Food Integrity Assurance (FIA) provide assessment and certification services on behalf of key clients including Quality Meat Scotland, Scottish Quality Crops, LEAF and WES, supporting over 13,000 agricultural businesses throughout Scotland.

We are seeking to employ a Certification Manager, with demonstrable experience within the livestock sector and/or the certification industry, to take the lead role in managing the certification team to deliver the certification requirements for the Schemes owned by Quality Meat Scotland (QMS).

Reporting to the Operations Manager, you will have excellent interpersonal skills with a positive and proactive work ethic to manage key relationships including, FIA certification team, QMS Scheme members, field-based assessor team, and external clients. This is a full-time position commanding a very competitive package to recognise the experience required and the responsibility attached to the role which is delivered via a hybrid model of home and office-based working.

Key responsibilities include:

- Provide management support and training to the certification team in line with Scheme, ISO 17065 and FIA quality requirements
- Provide direct line management to the certification team
- Be the main point of contact for Quality Meat Scotland and Scheme members, coordinating timely response to membership queries
- Under the delegation of the Operation & Data Manager, take full responsibility for the management of membership details, assessment and certification activity within the company information systems, including the PAC database and client dashboard reports
- Undertake evaluation, technical review and certification of assessment reports as required
- Support the Technical Manager in providing effective training/calibration of the certification team ensuring that the interpretation of standards is accurate and up to date
- Liaise with the Technical Manager and Team Leaders to ensure farm assessments are conducted where a critical risk has been identified
- As a member of the Assessor Management Team provide input on assessment report quality during quarterly quality reviews
- Represent FIA to provide input to client forums such as operational meetings when required
- Support the Quality Manager, Operations & Data Manager, and Technical Manager to manage member compliance issues including complaint management
- Assist the Operations & Data Manager and General Manager to monitor and report certification delivery KPIs and proactively identify potential risks to delivery to the relevant quality forum
- Assist the Quality Manager in the delivery of internal audit and UKAS audit requirements
- As required, assist the FIA senior management team to develop new services to complement and enhance those which we offer

You will join a very enthusiastic, experienced and supportive team with a real passion for the food sector and have the opportunity to develop your career and our services through your own input whilst working closely with a variety of stakeholders. Salary dependent on experience, for more details please contact:

[fiona.sanderson@foodassurance.co.uk](mailto:fiona.sanderson@foodassurance.co.uk)

Closing date 15<sup>th</sup> March 2024