



**BUREAU
VERITAS**

JOB DESCRIPTION FORM

Job Title: CIF G-SSC – CER SL - Global Social & Customized Audits Manager

(CIF – Commodities, Industry & Facilities division of Bureau Veritas; G-SSC – Global Shared Service Centre, CER SL – Certification Service Line)

Entity: Bureau Veritas Industrial Services

Location: Mumbai

Reports to (job): Functionally to CER SL, TQR and administratively to CIF SSC Director

➤ Purpose of Position

- The key objective of Shared Service Center (SSC) is to support global services (admin tasks, end to end monitoring, accreditation support, performance reporting, tool support etc.,) and support on mutualization of countries back office activities
- BV Certification Service Line is recruiting **Global Social & Customized Audits Manager**
 - to support the Certification SL and TQR on technical aspects of Social & Customized audits guidelines, managing communication and implementation of the Client requirements for the program
 - responsible to centrally manage all governance activities related to Social & Customized Audits Globally

➤ Major Responsibility

- Responsible to coordinate on all social & customized audit programs with TQR (Tech Quality & Risk), CER Service Line, SSC & Country Operations
- To support network countries on their queries related to new Social & Customised program
- Answer Master Client requests in coordination with SSC, Certification SL, TQR, Technical Experts & Program managers
- To create, verify and approve process document related to existing & new (e.g. PSCI) Social & Customized audit programs
- To facilitate training of network countries for new Social & Customized audit programs
- To liaise with Master clients to know the requirements and develop process for Operation team
- To attend Meeting/Seminars on the Social & Customized audit program
- To effectively develop new programs and perform change management within the existing Social & Customized audit program
- To analyse the global operations KPIs of the program issued by SSC Operations team, prepare corrective actions plans & coordinate with respective BV countries on the improvement areas
- To approve auditor competency process
- To perform escalation to network countries based on Operation team process

➤ Activities performed on behalf of CER SL & TQR

1. New schemes or services development (on behalf of CER SL)

- develop and communicate new processes and technical documents on auditor qualification, audit scheduling/preparation/realization and audit report
- create and deploy new Social & Customized Audit training for Sales teams, Back-Office & Auditors
- support the Operations Managers on new Social & Customized programs

Page 1

JD Approved by : Sebastien Fox

Business Line: CIF-CER SL

JD Approval Date : 15th Oct. 2019

Prepared by: Avinash Sankhe

Reference : G-SSC CER SL (GSCA)

Ref. Code/Rev G-SSC CER SL (GSCA)/ Feb. 2020/R.0

2. Operations and Technical compliance on existing social & customized audit programs (on behalf of CER TQR)

- update and communicate processes and technical documents on auditor qualification, audit scheduling/preparation/realization and audit report
- update and deploy Social & Customized Audit training for Sales teams, Back-Office & Auditors
- monitor Operations KPIs related to Social schemes & Master-clients requirements
- define and implement Action plans to improve auditors competences, audit report quality and master-client KPIs
- support Operations Managers and Master-client queries
- define and implement an Integrity program for Social & Customized Audit programs
- control Operations compliance with internal and external requirements
- manage escalation to the adequate level of Management

➤ **Criteria for Performance Evaluation (KPIs)**

- Adhere to query resolution, internal within BV or with Master client within defined SLAs
- Adherence to auditor performance monitoring, training calendar (internal) and change implementation deadlines as agreed with Master clients (external)
- Number of internal changes initiated by virtue of corrective actions against appeals/customer complaints and Adherence to & take ownership of overall performance KPIs
- Risk management & mitigation and Continuous process improvement
- Compliance with internal (BV) and external (ACCREDITATION BODY) guidelines, policies, procedures, including Internal and external customer service satisfaction
- Number of new social customized programs successfully tested and launched

➤ **Qualification and Experience**

- BE, B.Com, BSc., and MBA will be an added advantage
- Minimum 10 years of work experience in Certification Industry Preferably Social Audits
- Certified Lead Auditor for QHSE, Knowledge of ISO 17021 and ISO 22003 requirements.
- Strong experience in Technical and Operations, preferably in a global set up
- Experience in managing, organizing, leading and optimizing teams
- Experience in defining and documenting target processes and procedures
- Experience in administrative operations of back-office and/or customer facing processes, data analytics & performance reporting to senior management
- Experience in document management tool is a plus, Knowledge of industry, competition etc.

➤ **Skills & Qualities:**

- Excellent communication skills in English – oral and written
- Advanced analytical skills, Excel and PowerPoint expert
- Ability to explore improvement areas for better performance
- Exposure to businesses where multiple stakeholder communication and liaising is involved
- Deep thoroughness, rigor, Eye for detail and Effective Team Player

Page 2	JD Approved by :	Sebastien Fox	Business Line:	CIF-CER SL
	JD Approval Date :	15 th Oct. 2019	Prepared by:	Avinash Sankhe
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