**Demeter and Organic Operations Coordinator**

**Part time, 3 days per week**

**Job Description**

The Operations Coordinator is responsible for the day to day operations of BDA Certification. He/she will oversee and monitor all aspects of the business to ensure that operating systems are followed and executed in an effective manner, especially with regards to quality management.

The Operations Coordinator, together with the Technical Officers and Chair of the Standards Committee is responsible for the induction and management of all BDA Certification staff and is responsible for continual improvement and development of the Certification Programmes in line with ISO 17065/2012 and the Demeter International Statutes and Directions.

The reporting line is to the Certification Board.

This role is a part time 3 days a week post, spread over the 5 day working week.

Salary - £30, 761 FTE

**Key tasks:**

* Formulate and propose direction and strategy for the Certification Board, together with the Technical Officers and Chair of the Standards Committee and in liaison with the certification staff team
* Oversee the day-to-day operations of the business and ensure that the operating procedures are implemented correctly, as per the Quality Manual.
* Coordinate monthly management group meetings to oversee operations, as well as weekly catch ups with the team members who are all part time and mainly work from home
* Liaise with the chair of the Certification Board at least once per month.
* Oversee the work of all certification staff, support with issues, and arrange any further training if necessary
* Arrange regular catch-ups to coordinate all the office staff who are all part time and mostly work from home, as well as keeping the team cohesive and collegial.
* Allocate work to BDA Certification staff as appropriate to their job descriptions, workload and skillsets including:
  + Inspections to appropriate inspectors
  + Initial applications to the certification programmes
  + System development projects as and where appropriate
* Organise witnessed inspections for all inspectors annually together with COs
* Provide and/or organise training for all certification staff, members of the Certification Board and Standards Committee as appropriate—together with the cert team, and technical staff, in liaison with the Chair of the Standards Committee.
* Monitor approved budget and take appropriate action if finances are not in line with the budget together with the Certification Board
* Authorise expenses for all staff in line with budgets, mainly inspectors’ and self employed staff’s monthly invoices
* Participate in key Demeter International meetings such as the Members Assembly and Certification Meetings together with the Technical Officers and Chair of the Standards Committee and other relevant cert team members
* Maintain good working relationships with other UK Organic bodies, DEFRA and other key affiliates together with the Technical Officers and Chair of the Standards Committee & Certification Officers through CBTWG (Certification Bodies Technical Working Group) and networking
* Ensure that all reporting obligations to DEFRA and Demeter International are accurate and within agreed timescales together with the Administrator
* Respond to DEFRA consultations and requests for information as appropriate, together with the Technical Officers & Chair of the Standards Committee
* Ensure UKAS office assessments and witnessed inspections are sufficiently prepared for together with the Technical Officers and Chair of the Standards Committee, Certification Officers and the Administrator. Ensure that any corrective actions are carried out and submitted to UKAS within agreed timescales together with the Technical Officers and Chair of the Standards Committee, Certification Officers and the Administrator
* Facilitate annual internal audits with the Internal Auditor and carry out corrective actions within agreed timescales together with the technical staff
* Review and revise operating procedures as set out in the Quality Manual and other documents of procedures together and in consultation with the Chair of the Standards Committee and the
* rest of the certification staff.
* Develop the business by growing the number of licensees, together with the technical officers and technical manager
* Ensure that complaints are dealt with effectively.