

Job Description

Title: Assessor (part-time, 6-Month Fixed-Term Contract)

Directorate: Academy, Standards and Quality

Responsible to: Head of Academy Standards and Quality

Location: Home-based; Must have dedicated workspace to be able to conduct confidential uninterrupted assessment interviews virtually and some UK-wide travel is required

OVERALL PURPOSE

The Assessor plays a key role within the Institute, delivering a wide range of assessment activities to uphold high standards across our membership and accreditation programmes. The role focuses primarily on conducting comprehensive ServiceMark assessments that evaluate an organisation's service culture, performance, and commitment to continuous improvement. In addition, the Assessor may contribute to the delivery of training, workshops, and professional qualification activities, supporting learner development and promoting best practice. The role requires strong analytical capability, professional credibility, and the ability to engage effectively with organisations and learners alike. This is a part-time role requiring 3 days per week

KEY RESPONSIBILITIES

Assessment Delivery

1. Conduct a variety of assessments across the Institute's accreditation and membership programmes, with a primary focus on ServiceMark assessments.
2. Plan, prepare, and deliver robust assessments—mainly virtual, with occasional on-site activity—including stakeholder interviews, evidence reviews, observations, and reporting.
3. Research and analyse relevant client information (e.g., customer satisfaction and employee engagement data) to understand organisational context, strengths, weaknesses, and goals.
4. Facilitate initial meetings with client leads to establish the relationship, clarify needs, and agree clear action plans covering communications, logistics, and interview requirements.
5. Liaise effectively with client contacts to develop, agree, and monitor detailed plans for virtual and on-site assessments.
6. Analyse workforce data to select fair and representative samples for interviews and observations.
7. Support client organisations with internal communications to ensure that assessment processes are clearly understood and efficiently implemented.
8. Facilitate introductory virtual meetings with client hosts and senior management to set expectations, gather evidence, share agendas, provide feedback, and demonstrate return on investment.
9. Conduct comprehensive evidence gathering through meetings, interviews, and observations with staff at all levels, ensuring assessments align with the Institute's standards framework.

10. Audit improvement plans objectively against ServiceMark requirements, survey results, and action plans to verify their suitability and implementation.
11. Produce high-quality assessment reports with clear findings, insights, and recommendations for continuous improvement.

Standards, Quality and Professional Development

12. Maintain an up-to-date understanding of Institute assessment frameworks, standards, and best practice.
13. Attend standardisation meetings (typically twice a year) to share best practice, strengthen learning, and maintain quality and consistency across assessments.
14. Contribute to the ongoing development and refinement of assessment tools, processes, and learning materials.

Training and Support

15. Deliver high quality training sessions, workshops, and presentations—including those linked to professional qualifications and organisational development—when required.
16. Support member organisations and colleagues by providing guidance on standards, assessment processes, and opportunities for improvement.
17. As agreed with the Head of Academy, Standards & Quality, induct and train new Academy Assessors and external partners to ensure consistent, high-quality delivery.
18. As agreed with the Head of Academy, Standards and Quality, support with the facilitation and delivery of ServiceMark taster sessions to increase awareness, engagement, and programme take-up.

Collaboration and Conduct

19. Work collaboratively with colleagues, stakeholders, and partners to ensure a consistent, high-quality experience for organisations and learners.
20. Uphold the Institute's values, ensuring all assessment and training activities are conducted with integrity, impartiality, and professionalism.

ROLE DIMENSIONS

Roles managed directly and indirectly: None

Financial responsibility / budget: None

Key relationships:

Internal: Academy, Standards and Quality team; Client Development Team; CX team Product team

External: Lead contacts, senior managers and individual employees in Member organisations

Authority to act on behalf of the Institute: None

SUCCESS CRITERIA

- Customer satisfaction survey results
- Feedback on quality of assessment services and training delivery from Member organisations, Client Development Team and the CX team
- Maintenance of standards (evidenced through quality assurance / audit)
- High quality, timely, reporting and standards of evidence
- Effective working relationships and collaboration with internal teams and Members
- CRM data is maintained and current
- Recommendations following unsuccessful plans are clear, actionable and used
- Completion of all assigned assessments

PERSONAL DEVELOPMENT

It is your personal responsibility to ensure that your own professional knowledge and job skills are fully up-to-date at all times.

The role holder is required to perform related duties as required. This job description does not necessarily include every responsibility, requirement or skill associated with the role. It is intended to reflect the role currently and the manager and role holder will revise the job description as necessary to ensure the needs of the Institute and its customers can be met.

PERSON SPECIFICATION

Competencies	
1. Delivers results	B
2. Customer focused	B
3. Teamworker	C
4. Communicator	C
5. Planner and organiser	B
6. Analyses problems and makes decisions	B
7. Perseveres to overcome obstacles	C
8. Innovator/drives change	C
9. Develops self and others	B
10. Builds credibility and trust	C

Knowledge

Assessment methods

Facilitation techniques

In-depth knowledge of Institute frameworks and standards (ServiceMark)

Good overall knowledge of all Institute products and services

Understanding of what constitutes evidence

The ROI of customer service

Customer service issues / priorities

General business / commercial awareness

Core Competencies

Professional Credibility & Communication

- Demonstrates the ROI of customer service and the value of the Institute's offerings.
- Presents with confidence, professionalism, and credibility.
- Sets clear expectations with members and stakeholders.
- Personable, relationship-focused, and able to put interviewees at ease.
- Strong interpersonal and interviewing skills, including effective questioning, probing, and summarising.
- Facilitates small groups effectively, both virtually and face-to-face.
- Excellent spoken English; articulate, precise, and jargon-free writing.
- Builds strong relationships and communicates clearly with stakeholders and colleagues.

Analytical & Assessment Skills

- Strong analytical skills with the ability to interpret data and draw clear conclusions.
- Able to analyse and assess diverse sources of information.
- Applies sound judgment to reach balanced, evidence-based decisions.
- Produces balanced, constructive assessment reports with clear, actionable recommendations.
- Fast and accurate note-taking, recording, and documentation.

Organisation & Self-Management

- Strong personal time management, planning, and organisational skills.
- Able to manage multiple documents and administrative tasks effectively.
- Self-motivated, able to manage own workload, and perform well under pressure and to deadlines.
- High level of accuracy and attention to detail.

Technical Skills

- Competent in Microsoft applications: Intermediate Word and PowerPoint; Basic Excel; Advanced Outlook.
- Confident using Zoom / Teams or similar virtual meeting technology.

Attitudes

Lives The Institute's values

High integrity

Whole team focus

Proactive and solution-oriented

Evidence-based approach

Experience

Working with people in managerial and non-managerial roles

Working with a wide range of different organisations, sectors and cultures

A minimum of 3 years' post-qualification experience of assessment in a people development /HR context

Carrying out face to face and remote (e.g. telephone/WebEx/Teams) based assessment

Producing assessment reports and recommendations

Working to deadlines

Background in customer service desirable

Education & Professional Qualifications

Minimum A level standard education, preferably a degree

Minimum GCSE standard Maths and English

Recognised assessor qualification (Institute of Customer Service, V1 / V2 / NVQ Level 3)

Please note: a large proportion of time in this role will be spent conducting virtual interviews from a home base however some site visits will be required at client organisations across the UK, involving some travel and some overnight stays away from home.