

JOB DESCRIPTION

JOB TITLE: **Membership Services Manager**

Location: AVA Office, Concept House, Cromwell Office Park, York Road, Wetherby, LEEDS
LS22 7SU (and UK wide)

Reports to: The Chief Executive

Type of Contract: Full Time

Hours of work: 37.5 hours, Mon-Fri

MAIN PURPOSE:

- To conduct AVA member quality audits based on ISO 9001/2015 standard for current and new members and audit ISO 9001:2015 and 14001:2015 and to oversee quality systems in general on behalf of the AVA.
- To recruit, visit and support new members and assist all members to resolve problems.
- To attend and provide support at AVA and Industry meetings, plus other Trades Shows as required.

KEY AREA RESPONSIBILITIES:

KEY AREA: QUALITY AUDITS/QUALITY SYSTEMS

- Audit of AVA members' quality systems based on ISO 9001/2015 standard, conducting one visit a year – being a full audit, plus those required to check any non-conformances identified in the first audit have been closed out. Additional visits to members to ensure that the required standards are being met in practice.
- Audits of new and introductory members against AVA or ISO quality systems. The AVA quality system requires a full audit and follow-up visit to ensure non-conformances have been closed out. The ISO quality system requires a visit to ensure that members' ISO systems are up-to-date, certificates & audit reports are copied and machines are being serviced as prescribed.
- Overall responsibility for overseeing the quality systems by ensuring that records and systems are kept up-to-date, and members are kept informed of any changes. This includes ensuring that external consultants are also kept informed, and their records are managed as required.
- To investigate complaints against AVA members and conduct audits as necessary.
- The marking of Health & Hygiene test papers and the issuing of certificates.

KEY AREA: NEW MEMBER RECRUITMENT AND ADVICE

- To assess the suitability of candidates who have applied to the AVA for membership by conducting a New Member visit.
- To visit each new member as required to support the introduction of a quality system and to help them prepare for the Quality Accreditation audit once invoice has been paid.
- Provision of advice and assistance to new members over the phone, in writing or through visits and provide guidance with writing procedures and systems.

KEY AREA: SUPPORT ROLE TO MEMBERS AND THE AVA

- Provision of advice and guidance to members to resolve vending problems or on Health & Safety risk assessment and operational matters, via the telephone, email or through visits to member premises or an operated site.
- Assistance with facilitation of and setting up presentations for Regional and AVA meetings to ensure that everything runs smoothly.
- To provide information to the CE and the Board and speak at such meetings as required and work with the CE and the Board to develop the Quality System and raise standards within the industry.
- To attend Trade shows to run the AVA stand if applicable; and/or keep up to date with the sector; and use the opportunity for recruiting new members.
- To manage, organise and attend AVA committee meetings (with external consultant(s) as required).

KEY AREA: AVA TRAINING

- To help the AVA to develop training programmes for member companies to improve quality of service to customers.
- Assisting members to prepare training plans for their employees,
- To arrange and ensure AVA training programmes are advertised to members, with full attendance.
- To act as an external assessor for training programmes when necessary.
- Update the AVA Health & Hygiene training course as and when regulations change.

KEY AREA: GENERAL REQUIREMENTS

To comply with and always maintain AVA standards and requirements in respect of:

- Data Protection and Confidentiality
- Health and Safety procedures
- Treating colleagues, Board, and AVA Members with fairness and respect

- Upholding AVA Customer Service standards.
- Defining and complying with AVA rules, regulations, policies, procedures, and systems.
- To be willing to attend any training required by AVA for the better performance of the job; for legislative reasons; for continuing professional development purposes or to learn about new AVA processes and systems or general team training events.

This is not intended to be an exhaustive list, and from time to time you may be required to carry out any other reasonable duties required by the AVA.

Personal Requirements:

- Proven experience in quality assessment and auditing
- ISO auditing and accreditation qualifications 9001:2015 & 14001:2015
- Ability to work within a small team and have a flexible approach
- Good communications skills, both written and verbal
- Structured, proactive approach to working with ability to think ahead, plan time & react quickly to resolve issues. Knowledge of and competence in the use of required web-based media and IT technologies
- Experience within the UK Foodservice, Catering, Vending & Automated Retail industry
- Full, clean driving license