



DIVISION MANAGER - OPERATIONS

NCS International is one of Australia's largest and most experienced third-party certification bodies with a strong national footprint and expanding international operations. We have established ourselves as a key player in the market. We have a vacancy for a Division Manager - Operations to ensure NCSI's place as the 'first choice' source of business certification and compliance services.

Reporting to the CEO your key responsibilities will be:

- Manage the operational delivery of NCSI services
- Manage the training and recruitment of new audit staff
- Monitor auditor productivity, capacity planning and slippage
- Manage the relationship between NCSI and one of our key international partners
- Manage the certification and projects team
- Have an ongoing focus on improving the business processes within the organisation to deliver improved efficiencies in service delivery

A national team of 1 (+5) staff will report to you and assist you in your role.

The successful candidate will have:

- The ability to think creatively, is results driven and wants more than the operations manager role
- Tertiary qualification in business or a professional field
- At least 5 years management experience with delivery of professional services in multiple locations (preferably at national or international levels)
- At least 5 years account management experience, including the delivery of services against contracts and ongoing client relationship management
- Experience in project management and the creation, management and deployment of teams of people that have diverse skill sets
- Preferably have audit experience commensurate with a certified Lead Auditor
- Preferably have knowledge of the business certification and compliance service market

As the pioneer and leader in the certification and compliance services industry, NCS International is investing in their people by providing further training and support to add additional skills. The remuneration package includes a base salary, superannuation and a car allowance. Employees are entitled to participate in the company bonus scheme and will benefit from our Work-Life-Balance policies. This is your opportunity to make a difference!

Please forward your application to careers@ncsi.com.au.

For more information, please contact Ariane Falkenberg,
Human Resources Manager, on 02 8999 0600.