

Customer Service Excellence®
External Governance and Quality Assurance Member

Purpose of the Role

To provide independent oversight of the Customer Service Excellence® Certification Mark Scheme and its Authorised Assessment Bodies, supporting consistency, impartiality, quality assurance, and compliance with the Licence Agreement and governance framework.

The role provides an independent route for the review of governance concerns relating to the Customer Service Excellence® Certification Mark Scheme, including, where appropriate, concerns relating to the actions of the Certification Mark Holder.

The role is funded through the Customer Service Excellence® Governance Account but operates independently of Assessment Services Ltd assessment delivery and certification activities.

Appointment Arrangements

Status: Freelance / Self-Employed Contractor

The External Governance and Quality Assurance Member shall be appointed by the Customer Service Excellence® Certification Mark Holder following consultation with the Authorised Assessment Bodies. Appointment shall be based upon the individual's skills, knowledge, experience, independence and ability to undertake the responsibilities of the role.

Appointment Term

The appointment shall normally be for an initial period of two years, with the option of up to two further one-year extensions, subject to a satisfactory performance review and continued independence.

Any extension shall be approved by the Certification Mark Holder following consultation with the Authorised Assessment Bodies and consideration of the postholder's performance, continued independence and any actual or perceived conflicts of interest.

The appointment may be terminated by either party upon three months' written notice or immediately where a conflict of interest, breach of confidentiality, failure to maintain independence, failure to perform the duties of the role, or any other circumstance arises that could reasonably compromise the integrity or effectiveness of the role.

Governance Resource

The anticipated commitment of approximately two days (16 hours) per quarter is intended to support the routine governance programme, including attendance at meetings, file sampling, governance reviews, investigations, compliance reviews and reporting.

The role operates on a flexible working basis, enabling governance activity to be undertaken throughout the quarter according to operational need rather than within fixed working patterns.

Where significant governance matters arise requiring additional independent review or investigation, the Certification Mark Holder may commission additional governance resource where considered appropriate, taking account of the nature and significance of the matter together with the available balance of the Customer Service Excellence® Governance Account. The External Governance and Quality Assurance Member shall notify the Certification Mark Holder as soon as it becomes apparent that additional governance resource may be required beyond the routine allocation. Any additional governance activity and associated expenditure shall be reported through the routine Governance Account reporting arrangements to the Authorised Assessment Bodies.

Fee:

- £300 per day
- Paid upon receipt of invoice via Assessment Services Ltd from the Customer Service Excellence® Governance Account

Location:

- Remote/Home-based
- Virtual attendance at meetings, as required

Key Responsibilities

The External Governance and Quality Assurance Member will:

- Undertake file sampling of completed assessments and certification records.
- Review the quality and consistency of assessment outcomes.
- Review alignment with the Customer Service Excellence® Standard and measurable characteristics.
- Review compliance with governance requirements.
- Review appropriate use of the Customer Service Excellence® Certification Mark.
- Attend Authorised Assessment Body meetings, as required.
- Provide independent challenge, feedback, and recommendations.
- Produce summary reports identifying findings, risks, trends, and opportunities for improvement.



- Undertake independent governance reviews where concerns are raised regarding the actions of the Certification Mark Holder, particularly where those actions relate to its role as an Authorised Assessment Body or where an actual or perceived conflict of interest may exist.
- Provide independent findings and recommendations directly to the Customer Service Excellence® Certification Mark Holder and the Authorised Assessment Bodies.
- Provide independent advice to the Certification Mark Holder and Authorised Assessment Bodies on governance matters, where requested.

Person Specification

Essential

- Experience in quality assurance, audit, governance, compliance, certification, inspection, or assessment.
- Strong analytical and report-writing skills.
- Ability to make objective and evidence-based judgements.
- Ability to operate independently and impartially.

Desirable

- Knowledge of Customer Service Excellence®.
- Experience of external quality assurance or certification schemes.
- Experience within public, private, housing, education, healthcare, or not-for-profit sectors.

Independence and Impartiality

The postholder must:

- Act independently and objectively at all times.
- Maintain the confidentiality of all information obtained through the role and not disclose, share, or use information except where required to fulfil their responsibilities under this appointment.
- Avoid actual, potential, or perceived conflicts of interest.
- Have had no professional relationship with any Authorised Assessment Body within the previous 24 months.
- Not be a spouse, partner, family member, close personal friend, or business associate of any individual employed by or acting on behalf of an Authorised Assessment Body.
- Declare any actual or potential conflicts of interest immediately.
- Treat all Authorised Assessment Bodies fairly, consistently, and without bias.

Reporting Arrangements

The External Governance and Quality Assurance Member will prepare independent governance and quality assurance reports following file sampling, governance reviews, investigations and other quality assurance activities.

Reports shall be provided simultaneously to the Customer Service Excellence® Certification Mark Holder and the Authorised Assessment Bodies and shall not be subject to amendment by the Certification Mark Holder.

Reports may include, where applicable:

- File sampling findings;
- Compliance review findings;
- Governance observations;
- Risks and concerns identified; and
- Recommendations for improvement.