

# ROLE PROFILE

## Role Title: North America Test Center Network Service Manager

Surpass Assessment successfully supplies some of the largest and most prestigious certification and examination organizations in the UK and North America with its onscreen testing solution, Surpass, which enables the creation and delivery of millions of exams each year.

### Role Purpose

The Test Center Network Service Manager will report directly to the Chief Services Officer. As our customer base increases, both within the UK and US, so the associated management and organization required to service those customers grows.

This role is required to recruit and onboard centers in North America, maintain and develop relationships with our customers and suppliers, to ensure smooth end-to-end exam delivery, as well as managing projects to help support and deliver on the Test Delivery Service's strategic goals.

With proven experience in project management activities, the role will require the ability to grow the network in North America and manage the onboarding process of new customers. Ideally with experience of working within a fast-paced environment delivering on projects, with the knowledge of guiding customers through the implementation lifecycle.

The role will support activities to build on the existing service, with experience of upselling to existing customers, identifying and securing new business opportunities, and supporting the Sales team with bid activities where applicable.

Ideally the Test Center Network Service Manager will possess a track record of dealing with 3<sup>rd</sup> party suppliers and have logistical planning experience.

### Key Accountabilities

#### Network Expansion and Onboarding

- Lead the recruitment and onboarding of test centers across the United States and Canada.
- Ensure all centers meet certification standards and comply with Surpass protocols.
- Oversee training and auditing processes for proctors and test center staff.

#### Customer Management

- Customer service – attend service review meetings, analyse and facilitate project tasks managing team activities accordingly. Ensure meetings are documented and agreed actions progressed.
- Act as a point of escalation for service-impacting issues and customer complaints.
- Manage the implementation of the service when onboarding new customers.
- Identify customer requirements and upsell where possible.

#### Supplier Management

- Onboarding and ensuring that due diligence is performed on suppliers to guarantee the successful delivery of exams to the required standard (including regular service review meetings).
- Management of ongoing relationships, contracts and SLAs with suppliers used within the service.

#### Quality of Service

- Set up KPIs for monitoring and measuring of the service.
- Production of clear and accurate reporting for the customer and to the wider Surpass business.
- Identify any Service Improvement Plans / initiatives with both customers and suppliers, ensuring that they are documented and acted upon.

#### Project / Operational Management

- Align activities with the Global Test Center Operations Manager to ensure quality of service excellence is delivered at all times.
- Oversee the implementation of the project plan across the TCN team when onboarding new customers to the service (usually within a 6-12 month timeframe).
- Manage the performance and processes to ensure continuous improvement of the service, supporting the delivery of exams in order to meet the strategic goals.
- Ensure that the invoicing process for customers and suppliers is in place, that invoices are raised accurately and processed according to relevant customer deadlines.
- Conduct margin analysis to safeguard profitability and identify opportunities for cost reduction and operational efficiency.
- When required, provide input into bid proposals to secure new business.
- Develop a strong understanding of the technical solution that is in place for our customers, including both the software and the platform on which it is delivered.

#### Other

- Line management responsibilities for the Test Center Administrator contractor supporting the recruitment of test centers.
- Collaborate and maintain good working relationships with internal colleagues – work closely and effectively with the TDS team, Service Desk, SDMs, Customer Success Managers for the clients.

Any other duties considered to be commensurate with the level of this role, which may reasonably be required of you.

## PERSON SPECIFICATION

Skills and Experience
<ul style="list-style-type: none"><li>• Customer management experience</li><li>• Dealing with 3<sup>rd</sup> party suppliers</li><li>• Client facing experience (face-to-face as well as over phone / email); excellent client management / relationship skills</li><li>• A working knowledge of SharePoint and Excel systems and ideally awareness of CRM systems</li><li>• Conducting service reviews with clients and suppliers</li><li>• Management skills including estimating and monitoring; analytical skills</li><li>• Event organization / logistical planning skills with a proven ability to plan multiple events</li><li>• Line management experience.</li></ul>
Personal Qualities
<ul style="list-style-type: none"><li>• <b>Works Collaboratively</b> – a desire and ability to work collaboratively with colleagues; a team player with excellent interpersonal skills</li><li>• <b>Technical Capability</b> – a working knowledge of Microsoft Office applications (Word, Excel, Outlook) and SharePoint and ideally CRM systems</li><li>• <b>Quality Focus</b> – attention to detail and a commitment to meticulous accuracy; committed to meeting client needs; checks work for mistakes and omissions</li><li>• <b>Problem Solving and Innovation</b> – self-starter, who uses their own initiative; desire and ability to develop and put forward new and better ways of doing things</li><li>• <b>Flexibility and Adaptability</b> – flexible in approach to work; can adapt to changing work demands; is resilient and able to withstand, or recover quickly, from challenges that will be faced in the role and maintain a positive mindset</li><li>• <b>Planning and Organizing</b> – can prioritize to meet tight deadlines, whilst remaining calm; possesses excellent organization and time management skills</li><li>• <b>Communication</b> – good written and oral communication skills; can convey information concisely and accurately to colleagues and clients; is professional, assertive and diplomatic</li><li>• <b>Determination</b> – Is self-motivated with a drive to deliver agreed outcomes and raise standards of performance; ability to work independently</li><li>• <b>Learning Ability</b> – seeks self-development and welcomes opportunity to progress; is motivated to learn and apply knowledge to new situations.</li></ul>
Special Conditions
<ul style="list-style-type: none"><li>• Willingness to work outside normal working hours, including weekends and evenings, if necessary.</li></ul>

**Benefits package:**

- Salary negotiable according to experience
- Hours - 40 per week
- 15 days' vacation in the first year, increasing to 17 days in the second year and 1 day extra per year up to 23 days
- 12 public holidays (6 fixed days and 6 flexible days)
- 5 days paid sick leave
- Parental leave of 1 weeks' paid leave on the birth or adoption of a child
- Medical, dental and vision benefits (2 healthcare policies to choose from – Platinum which is 65% paid for by Surpass, or Silver which is 75% paid for by Surpass). These start on day 1 of employment. We also have a Flexible Savings Account (FSA) for healthcare costs
- 401k Pension Scheme (matched employee contributions up to 6% plus profit sharing). This is available after 3 months' employment
- Short Term Disability (STD), Long Term Disability (LTD), and Group Life and AD&D benefits. These are available after 3 months' employment.
- Additional benefits include:
  - Birthday holiday
  - Finish early Friday – on second and last Friday of the month
  - Holiday purchasing scheme (up to 5 days can be bought or sold)
  - Recommend a friend – a successful recommendation of a new employee means you'll receive \$500 at the new starter's 3- and 12-month points
  - Free access to Microsoft courses via their Enterprise Skills Initiative
  - IVF support.