

Job description

Position: Head of Product & Technical (Fire Systems)

Reporting lines TBD

Purpose of the role

To own and manage the lifecycle, technical integrity and continuous development of NSI Fire Systems Approval Schemes, including those underpinned by BAFE SP203 and SP207, ensuring robust governance, technical oversight and compliance with UKAS accreditation requirements.

The role provides effective deputy cover for Fire Risk Assessment (FRA) schemes, supports auditor competence through active audit delivery, and leads sector engagement and business development activities to enhance NSI's market presence, promote its services and drive sustainable growth.

The postholder will represent NSI at industry events, conferences, forums and committees, acting as a credible technical ambassador for the organisation and its certification schemes.

Responsibilities

1. Fire Systems scheme management and technical governance

- Act as Scheme Manager for assigned NSI Fire Systems Approval Schemes and associated services, with clear accountability for their technical accuracy, relevance and effective operation.
- Maintain comprehensive working knowledge of applicable standards, codes of practice, legislation and third-party certification requirements, including BAFE SP203 and SP207.
- Own and maintain scheme rules, guidance, audit criteria, certificates, training materials and supporting documentation, supporting the document control and prompt communication of Changes.
- Monitor regulatory, standards and market developments, assess their implications and coordinate appropriate changes across NSI.
- Respond authoritatively to technical enquiries from colleagues, auditors, approved companies, applicants, stakeholders and members of the public.
- Support complaints, appeals, technical reviews and UKAS activity relating to assigned schemes, providing clear evidence of effective governance.
- Support auditor competence, consistency and calibration through technical briefings, witnessed activity, guidance and input to auditor meetings.

2. Deputy cover for Fire Risk Assessment schemes

- Maintain sufficient current knowledge of NSI's FRA schemes and associated requirements to provide credible and effective cover for the substantive FRA Scheme Owner.
- Act as deputy Scheme Owner during planned or unplanned absence, periods of high demand or where additional technical capacity is required.
- Support FRA technical decisions, enquiries, complaints, scheme reviews, accreditation activity and communications when requested.
- Work closely with the substantive FRA Scheme Owner to maintain documented handover arrangements, shared awareness of current issues and continuity of service.

3. Business development and market growth

- Develop and deliver an annual Fire Systems business-development plan aligned with NSI's strategy, agreed growth priorities and budget.
- Identify and cultivate prospective approved companies, specifiers, insurers, trade bodies, manufacturers, service providers and other strategic partners.
- Use existing industry relationships and create new connections to secure introductions, promote NSI's value proposition and develop a credible pipeline of opportunities.

- Work with the relevant departments to convert interest into applications, providing technical credibility and sector insight throughout the customer journey.
- Contribute directly to agreed annual targets for enquiries, applications, approvals, event-generated opportunities and market engagement.
- Gather and communicate competitor, customer and market intelligence to inform scheme development, pricing, positioning and future services.
- Maintain appropriate records of external engagement, opportunities and follow-up actions, providing regular progress reports to the relevant leadership team.

4. Marketing, brand awareness and communications

- Work closely with Marketing to create and deliver an annual communications and campaign plan for Fire Systems and, where required, FRA services.
- Provide accurate, accessible technical content for web pages, brochures, articles, case studies, presentations, webinars, social media and campaign materials.
- Act as a visible and credible ambassador for NSI, explaining its role, standards and benefits consistently to technical and non-technical audiences.
- Identify opportunities for thought leadership, industry commentary, speaking engagements, partnerships and customer success stories.
- Ensure all external messaging is technically accurate, aligned with NSI's brand and coordinated with Marketing before publication.

5. Events and professional representation

- Attend every NSI event designated for the role, representing NSI in a professional capacity and supporting delivery before, during and after the event.
- Staff NSI exhibition stands, engage visitors, qualify potential opportunities and ensure timely follow-up of relevant contacts and leads.
- Prepare and deliver presentations, seminars, webinars, panel contributions and technical briefings on behalf of NSI.
- Represent NSI on relevant committees, working groups, standards bodies and stakeholder forums, contributing constructively while protecting NSI's interests and reputation.
- Provide concise internal reports on material developments, decisions, risks, opportunities and actions arising from external meetings and events.

6. Auditor development and delivery

- Complete the required auditor training, mentoring, witnessing and authorisation process for assigned NSI Fire Systems schemes within an agreed timescale.
- Once authorised, complete no fewer than 20 audit days in each financial year; any variation must be agreed in advance with the relevant senior manager.
- Maintain auditor competence through CPD, calibration, witnessed activity and appropriate exposure to a range of customers and audit situations.
- Use audit experience to strengthen scheme guidance, marketing insight, customer understanding and the practical effectiveness of NSI's requirements.
- Plan audit commitments with Operations so they support business need without compromising scheme-management, event or business-development responsibilities.

7. Collaboration, planning and continuous improvement

- Work collaboratively across Technical, Operations, Marketing, Sales, Customer Services and senior leadership, providing clear priorities and timely input.
- Manage projects and agreed actions to time, quality and budget, escalating risks or dependencies appropriately.
- Maintain an effective CPD plan and demonstrate current professional competence across the role's technical and commercial responsibilities.
- Promote a customer-focused, evidence-led and continuous-improvement culture while exemplifying NSI's values and expected standards of conduct.

Key Measures of Success

- Fire Systems schemes remain technically current, effectively governed and supported by accurate controlled documentation.
- Agreed growth, pipeline, enquiry, application and approval objectives are achieved or demonstrably progressed.
- NSI's Fire Systems profile and stakeholder reach increase through effective campaigns, events, presentations and industry engagement.
- Event and committee activity produces clear intelligence, professional representation and timely follow-up.
- Effective FRA scheme cover is maintained whenever required, with no avoidable loss of service or technical control.
- Auditor authorisation is achieved and at least 20 audit days are completed annually thereafter.
- UKAS, complaints, technical enquiries and internal projects are supported accurately and within agreed timescales.

Skills & Experience

Essential

- Strong knowledge and practical experience of the UK fire systems sector, including relevant standards, codes of practice, regulation and third-party certification.
- Knowledge of BAFE SP Schemes, or the technical capability and commitment to develop full scheme-management competence rapidly.
- Demonstrable experience of business development, stakeholder engagement or market development, with the ability to turn relationships into measurable opportunities.
- Credibility and confidence when representing an organisation externally, including on exhibition stands, committees, panels and speaking platforms.
- Excellent written and verbal communication skills, with the ability to translate technical information for different audiences.
- Ability to work productively with Marketing and Sales on campaigns, content, customer engagement and opportunity development.
- Strong relationship-building, influencing, networking and negotiation skills.
- Ability to manage schemes, projects, competing priorities and detailed controlled documentation in a structured way.
- Commitment and aptitude to train, qualify and maintain competence as an NSI auditor.
- Sound judgement, integrity and the ability to identify and manage actual or potential conflicts of interest.

Desirable

- Working knowledge of Fire Risk Assessment certification, including BAFE SP205 or equivalent arrangements.
- Previous experience as a certification, inspection or management-systems auditor.
- Experience of scheme ownership, product management, technical governance or UKAS-accredited certification.
- Current or previous membership of relevant fire-sector committees, working groups or professional bodies.
- Experience of designing or delivering technical training, webinars, conference presentations or thought-leadership content.
- Relevant fire, engineering, auditing or professional qualification.

Other Requirements

- Hold a full, valid UK driving licence.
- Be willing and able to travel throughout the UK, including regular overnight stays and occasional early-morning or evening commitments associated with events.
- Attend all NSI events and external meetings designated as part of the role.
- Maintain professional standards, confidentiality and impartiality at all times.
- Undertake other reasonable duties consistent with the purpose and seniority of the role.