

Job description

Position:	Auditor – Fire, Security & Management Systems
Reporting lines	<i>Reporting into the relevant Operations Manager / Head of Field Operations</i>

Purpose of the role

To manage and deliver a programme of third-party audits and surveillance visits for an allocated portfolio of NSI Approved Companies and other organisations for which NSI acts as a certification body. The role will primarily cover fire and security systems certification and ISO 9001 Quality Management Systems, with the ability to support ISO 45001 Health & Safety and ISO 14001 Environmental Management Systems where competence is held.

The postholder will assess organisational and technical compliance, identify strengths and areas for improvement, evaluate corrective actions and provide professional feedback that adds value while maintaining the independence, consistency and integrity expected of an NSI auditor.

The role also includes initial assessments, liaison visits, special/additional audits and technical complaint inspections for new, existing or prospective applicants. The nature of the role requires effective journey planning and regular travel, including overnight stays where necessary.

Responsibilities

Auditing and portfolio management

- Manage an allocated portfolio of Approved Companies and customers, ensuring surveillance, recertification and other required audit activity is completed within agreed timescales.
- Plan and undertake preliminary, initial, routine, special/additional and recertification audits in accordance with NSI policies, procedures and applicable certification requirements.
- Carry out audits across relevant fire and security systems schemes and ISO 9001, subject to individual competence and authorisation.
- Where appropriately qualified and authorised, undertake or support ISO 45001 and ISO 14001 management system audits.
- Prepare proportionate visit plans, audit reports, findings and recommendations that are clear, accurate, evidence-based and completed within required reporting timescales.
- Assess and comment on corrective actions proposed by audited organisations and progress findings through to satisfactory closure in accordance with NSI requirements.
- Identify and escalate significant compliance, certification, technical or performance concerns to the appropriate manager or technical function.
- Undertake liaison visits, technical complaint inspections, ad-hoc investigations and other audit-related assignments as required.

Regional planning and customer service

- Plan audit activity efficiently across the allocated portfolio, maintaining an accurate and up-to-date diary and supporting effective use of travel time and company resources.
- Build professional working relationships with Approved Companies and applicants while maintaining auditor impartiality, independence and appropriate professional boundaries.
- Communicate clearly with customers before, during and after audits, including confirming audit arrangements, explaining findings and ensuring expectations and next steps are understood.
- Work collaboratively with Operations, Technical, Certification and administrative colleagues to support timely audit delivery and certification decisions.

- Be willing to travel extensively throughout the region and, where business need requires, elsewhere in the UK, including regular nights away from home.

Technical competence and continual development

- Maintain current knowledge of relevant British, European and International Standards, NSI scheme criteria, applicable legislation and recognised industry practices relevant to assigned audit scopes.
- Maintain and develop technical competence in electronic security systems, fire detection and alarm systems and associated installation, commissioning, maintenance and management processes relevant to NSI certification.
- Maintain competence in ISO 9001 auditing and quality management system principles.
- Where applicable, develop or maintain competence in ISO 45001 and ISO 14001 to broaden management systems audit capability.
- Participate in witness audits, calibration activities, technical briefings, auditor meetings, training and continuing professional development activities.
- Take responsibility for personal development and for maintaining the knowledge, skills and behaviours required for authorised audit scopes.

Other responsibilities

- Ensure company vehicles, IT equipment and other resources are used and cared for in accordance with company policy.
- Comply with NSI information security, data protection and acceptable-use requirements.
- Maintain accurate records and complete all required audit administration within agreed timescales.
- Contribute to improvement activities, technical feedback and other reasonable duties consistent with the purpose and level of the role.

Knowledge

- Good working knowledge of relevant standards and industry practices for electronic security systems, including intruder and hold-up alarm systems, video surveillance systems and access control systems.
- Good working knowledge of fire detection and alarm systems and associated relevant standards.
- Knowledge and practical understanding of ISO 9001 Quality Management Systems and third-party auditing principles desirable.
- Knowledge and practical understanding of ISO 14001 & 45001 Quality Management Systems and third-party auditing principles desirable.
- Ability to interpret technical documentation, system records, management system evidence and applicable certification requirements.
- Knowledge of relevant UK legislation, regulatory requirements and guidance associated with the sectors and audit scopes undertaken.

Essential Skills

- Strong organisational, diary-management and time-management skills, with the ability to plan and work independently across a large geographical area.
- Ability to assess technical and management system information objectively and reach evidence-based audit conclusions.
- Clear written and verbal communication skills, including the ability to deliver constructive feedback and explain nonconformities professionally.
- Good interpersonal skills and the ability to build effective working relationships with customers and colleagues.
- Competence in Microsoft Office applications and the ability to use NSI business and audit systems effectively.

- Professional judgement, integrity, impartiality, confidentiality and a customer-focused approach.

Essential Experience

- Relevant technical experience within the electronic security and/or fire systems sector, with sufficient practical knowledge to assess installation, commissioning, maintenance and associated organisational controls.
- Experience of auditing, inspection, compliance assessment or technical assessment within the electronic security, fire or related certification sectors.
- ISO 9001 auditor or lead auditor qualification, or demonstrable equivalent auditing competence with willingness to complete required qualification/training.
- Relevant technical qualification in an electrical, electronic engineering, fire, security, telecommunications or equivalent discipline, or demonstrable equivalent industry experience.
- Full valid driving licence.
- Ability and willingness to travel extensively, including overnight stays.

Desirable Experience

- ISO 45001 Health & Safety Management Systems auditing experience or recognised auditor/lead auditor training.
- ISO 14001 Environmental Management Systems auditing experience or recognised auditor/lead auditor training.
- Experience of third-party certification auditing and working within an accredited certification environment.
- Experience across both fire and electronic security systems rather than a single discipline.
- Previous experience managing a portfolio of customers or audit assignments.

Demonstrate NSI Values

Collaborative – Working together for positive outcomes, appreciate you can always learn and grow, be respectful, truthful but never arrogant

Curious - Ask questions without judgement or fear of being vulnerable be willing to be wrong and alter perspective

Ownership – Start with “How can I help?”, inspect don’t expect and lead by example

Improve – Take time to celebrate (and replicate) successes and explore lessons learned, own the change

Location and travel

This is a regional field-based role with National travel. Significant travel is an inherent part of the position and overnight stays will be required.