**🌟 We’re Hiring: Freelance Customer Service Excellence Assessor in the North of England/Scotland**

Are you passionate about customer service and continuous improvement? Do you have a keen eye for identifying what great service looks like across organisations? We’re looking for experienced professionals to join our team of **Customer Service Excellence Assessors**!

At Assessment Services Ltd, we work with organisations across the UK to assess them against the Customer Service Excellence Standard. As an Assessor, you’ll play a vital role in recognising outstanding practices, identifying areas for improvement, and supporting organisations on their customer-focused journey.

**🔍 What You’ll Do:**

* To make impartial, objective and informed judgments about the range of evidence gathered during the assessment process.
* Add value to the assessment process by providing balanced, relevant, developmental, impartial and objective feedback.
* Engage with staff at all levels, customers, and partners through interviews and observation (remotely and in person)
* Analyse documentation and self-assessments to build a clear picture of organisational performance.
* Produce detailed, constructive, and objective reports.
* Act as a trusted partner, supporting continuous improvement and growth.

**✅ What We’re Looking For:**

* Strong background in customer service.
* Experience in assessment, auditing, or consultancy (essential)
* Excellent communication, analytical and report-writing skills
* Ability to work independently and manage assessment schedules.
* A commitment to high standards, objectivity, and continuous improvement.

**🎓 Training & Support:**

* Full training on the Customer Service Excellence Standard and assessment approach.
* Fully funded SFEDI Level 5 Certificate in Participating In The Assessment of Organisational Standards.
* Access to ongoing development and support through our Assessor Network and Community.

Send your CV or expression of interest to: **cse@assessmentservices.com**
Learn more about us: [www.assessmentservices.com](http://www.assessmentservices.com/)