

Job Description: End-Point Assessment Coordinator

Permanent

Full Time

Location: Sale

Reports to: End-Point Assessment Operations Manager

Salary: £22,000 - £30,000

Overview

Times are changing and so are we. Training Qualifications UK is a leading Apprenticeship End-Point Assessment Organisation approved by the Education and Skills Funding Agency to deliver End-Point Assessments to Apprentices on a growing number of the new trailblazer standards.

This role sits within the heart of the End-Point Assessment Operations Team to support the coordination and management of individual and group assessments to enable Training Qualifications UK to continue to be recognised for its first-class End-Point Assessment service.

You will be part of a team, who are responsible for overseeing pipeline information to efficiently coordinate Assessors, assessment schedules and venues to ensure timely assessment practice is observed, meeting the individual requirements of the Employer and Apprenticeship Assessment Plan to exceed customer expectations and enabling Training Qualifications UK to continue to operate as market leaders in this sector.

Working closely with the wider End-Point Assessment Team to monitor data, scheduled assessments, administer online assessments and cascade assessment outcomes in line with service level agreement commitments.

The ideal candidate must have the ability to thrive and enjoy working in a busy, fast paced environment and be ready to learn new skills.

A keen eye for detail and great organisation skills, be capable of adapting to change in an exciting and highly regulated industry.

The Ideal candidate should have customer service skills, and experience in handling high volume, and high-level customer queries with demonstration in coordination and diary management.

Key Responsibilities

- Be highly organised with a pro-active approach to managing a busy workload, continued learning, and customer service responsibilities.
- Managing high volumes mailboxes, and personal emails within required SLA's.
- Manage-caseload and assessment allocations, within the required SLA.
- Liaise with external Assessors and IQAs daily to maintain performance levels and SLAs.

- Proactively engage and lead on weekly calls with Assessors, to plan, schedule assessment activity, organise diary availability, and provide guided key industry and company updates.
- Review and approve relevant assessor invoices.
- Participate and lead on regular customer calls, demonstrating outstanding customer service skills at all times.
- Organise and schedule training for assessors and centres.
- Act as liaison and quality check between the Assessor, Employer and Apprentice.
- Manage communications with both internal and external stakeholders, in relation to scheduling, outcomes and issuing of results.
- Take a pro-active approach to having an excellent and confident knowledge of Industry standards, as well as sector developments associated with apprenticeships and End-Point Assessment.
- Generate reports as necessary for Internal and external use, via excel, extracting and analysing data from Internal systems.
- Assist with pipeline data monthly to review, analyse and forecast assessment planning schedules, liaising with the relevant teams and managers to ensure a successful outcome is achieved.

Other responsibilities

- Ability to work proactively and under own initiative.
- Be a creative thinker.
- Develop and Maintain in depth knowledge of TQUK products and services.
- Liaise with other departments to facilitate a smooth customer journey.

Essential Skills/ Experience/ Qualifications

- Demonstrable experience of exceptional coordination and diary management.
- Be highly organised and self motivated.
- Be able to work in a fast-paced environment.
- Level 2 English and Maths qualifications (or equivalent).
- Excellent communication and interpersonal skills.
- Knowledge of Microsoft packages.

Key characteristics

Here are just a few of the essential skills and softer skills you will need to successfully join our team:

- Have a willingness to learn
- Have a keen eye for detail
- Be confident, brave, and ambitious with a positive “can do, will do” attitude that puts the company before self.
- Be courteous.

- Be well motivated, energetic, enthusiastic, and able to work on your own initiative.
- Be able to have fun!
- Able to remain calm, supportive, and efficient, even on the busiest days.