



Job Description:

End-Point Assessment Officer

Permanent

Full Time

Location: Sale

Salary: £18K

Reports to: Head of End-Point Assessment Organisation

Overview

Times are changing and so are we. TQUK is fast establishing itself as a leading Apprenticeship End-Point Assessment Organisation approved by the Skills Funding Agency to deliver End-Point Assessments to apprentices on a growing number of the new trailblazer standards.

This role is an expansion of an existing team and sits at the centre of our EPA provision and provides invaluable support to our internal and external EPA staff. You will be responsible for monitoring and maintaining the quality of our provision, and managing the activities of our contracted assessment arrangements. This role requires someone who thrives on being organised and who is able to keep up with developments in an ever changing landscape. You will have the opportunity to build relationships with our EPA centres and enjoy working as part of a forward thinking team which is really making a difference.

Key responsibilities

- Maintaining proactive, regular contact with centres to promote relationships and:
 - Maximise opportunities for up-selling and cross-selling for existing and prospective centres.
 - Encourage maintained and increasing levels of revenue from centres
 - Maintaining records of all contact with centres using CRM system.
 - Capture customer specific information that will inform our service offer
- Support the production of assessment and support materials
- Issue exam papers and results to relevant stakeholders, and act as liaison and quality check between the assessor, employer, and apprentice.
- Contribute to the development and improvement of TQUK internal systems and processes relating to EPA activity
- Support the Business Development Team with recruitment of new EPA centres
- Support the wider EPA Team with data requests and other tasks to enable excellent customer service
- Deal with incoming queries from existing and prospective EPA centres
- Provide systems training to End-Point Assessors and external centres
- Maintain an excellent working knowledge of TQUK's EPA offer

Other responsibilities

- Develop and maintain an understanding of TQUK internal processes and of the wider educational landscape
- Maintain in-depth knowledge of TQUK products and services
- Efficiently and accurately use the diary programme and office software
- Manage data: inputting, filing and monitoring
- Liaise with other departments to facilitate a smooth customer journey for successful sales and customer journey
- Work to improve and streamline processes and integrate the outcomes of your own work

- Undertake other duties considered within your skill and competence to assist the smooth running of the business as required

Key characteristics

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

- Have a willingness to learn
- 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!
- Work well with others
- Be trustworthy and take responsibility for own area of work
- Apply a flexible approach to all work tasks and working relationships
- Be able to keep an eye on the bigger picture and appreciate where your role fits in to the business
- Have sound IT skills to support core role functions