

## Job Description: End-Point Assessment Coordinator

Permanent

Full Time

Location: Sale

Reports to: End-Point Assessment Operations Manager

Salary: £22k - £30k

### Overview

Times are changing and so are we. Training Qualifications UK is fast establishing itself as 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 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 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. You will work 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.

This role requires someone who thrives on being organised, has significant experience in coordination and diary management and is able to work in a fast paced environment offering a flexible and dynamic customer service.

### Key Responsibilities

- Manage pipeline data to review and forecast assessment planning schedules.
- Manage the caseload and assessment allocations of a bank of Assessors and IQAs.
- Liaise with external Assessors and IQAs to performance manage and authorise payments.
- Facilitate and support with generic and specific training for Providers and Assessors.

- Lead on the use of TQUKs End-Point Assessment management system to plan and record all assessment activity.
- Facilitate group assessment scheduling to maximise Assessor time and wider resource, whilst working within budget parameters.
- Act as liaison and quality check between the Assessor, Employer and Apprentice.
- Feed into a programme of pre and post assessment standardisation activities/ events for both Assessors and partnering Training Providers and Employers.
- Proactively engage in internal communications to fully implement specific assessment requirements of the Provider, Employer and individual Apprentice.
- Manage communications with both Training Providers and Employers in relation to assessment scheduling, outcomes and issuing of results.
- Maintain excellent knowledge of both apprenticeship standards and assessment plans as well as sector developments associated with apprenticeships and End-Point Assessment.
- Work collaboratively with other departments to upskill, showcase and celebrate End-Point Assessment.
- Produce periodic reports for both internal and external customers.
- Managing booking requests for TQUKs training room from both internal and external customers.

#### Other responsibilities

- Develop and maintain an understanding of TQUK's internal processes and of the wider educational landscape.
- Maintain in depth knowledge of TQUK products and services.
- Manage data: inputting, filing and monitoring.
- Contribute towards the sales of all TQUK products and services inclusive of completion of payments.
- Liaise with other departments to facilitate a smooth customer journey for successful sales.
- 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.

### Essential Skills/ Experience/ Qualifications

- Demonstrable experience of coordination and diary management
- Level 2 English and maths qualifications (or equivalent)
- Excellent communication and interpersonal skills including report writing

### 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.
- 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!
- Be trustworthy and take responsibility for own area of work.
- Have outstanding organisational and time management skills.
- Apply a flexible approach to all work tasks and working relationships, adapt to different environments and solve problems independently.
- Have sound IT skills to support core role functions.