

Job Description: End-Point Assessment Officer

Permanent

Full Time

Location: Sale

Salary: £18,000 – £24,000

Reports to: EPA Officer Team Leader

Overview

Training Qualifications UK is a leading Apprenticeship End-Point Assessment (EPA) Organisation approved by the Education and Skills Funding Agency to deliver End-Point Assessment to Apprentices on an ever-growing number of Apprenticeship Standards.

This role is an expansion of an existing team and provides invaluable support to our internal Staff and our growing number of customers. You will be part of a team, who are responsible for monitoring and maintaining quality controls and providing invaluable support to internal teams.

An EPA Officer is responsible for assisting the EPA Team with Apprentice Gateway submissions, reviews, and approvals, in line with the core regulations. EPA Officers are also responsible for delivering outstanding customer service and issuing End-Point Assessment results.

This role requires someone who thrives on being organised with exceptional attention to detail and who can take a proactive approach in their work, keeping up with industry changes and developments. You will have the opportunity to build relationships with our clients and enjoy working as part of a forward-thinking team, and business, which is really making a difference.

Key responsibilities

- Review evidence submissions of Apprentices progressing through Gateway to confirm End-Point Assessment readiness in line with specific assessment plan requirements /support centres to meet evidence requirements.
- Customer Service skills (handling email / phone queries).
- Proofread important documentation and issue assessment results to relevant stakeholders.

- Act as liaison and quality check between the Assessor, Employer, and Apprentice.
- Support the wider Internal Team's with admin tasks and requests to always enable and support excellent customer service.
- Assist Clients with the use of internal systems.
- Contribute to the development and improvement of TQUK internal systems and processes relating to the job role.
- Maintain an excellent working knowledge of TQUK's products and services.

Other responsibilities

- Manage data: inputting, system filing, and monitoring.
- Liaise with other departments to support and enable a smooth customer journey.
- Pro-actively look to challenge and improve internal processes.
- Ad-hoc admin duties as required.

Key Requirements

- Comfortable on Microsoft Packages, including Office and Excel
- Level 2 qualification or equivalent in English and Maths
- Good telephone manner
- Previous experience within customer service would be beneficial

Key characteristics

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

- Be confident and ambitious with a "can do, will do" attitude.
- Be well motivated, enthusiastic, and able to work on your own initiative.
- Be passionate about education and the opportunities that it brings.
- Have a willingness to learn.
- Be courteous.
- Be willing to put the team first.
- Apply a flexible approach to all work tasks and working relationships.
- Have sound IT skills.