

Role Title	End-Point Assessment Co-ordinator
Reports to	End- Point Assessment Service Team Leader
No. of direct reports	0
Full / Part Time	Full Time
Grade	C2
Location	Burntwood
Created/Updated by	Steve Howe
Created/Updated on	August 2022

Everything we do contributes to achieving our purpose: to help people, organisations and economies develop the skills for growth.

Our values

Our values **Inspire, Improve, Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

Your mission

In this role you will be part of a team responsible for the day-to-day functional/booking activities of our End-Point Assessment Service. You'll develop working relationships with our customers and assessors whilst supporting our team to deliver an excellent customer experience with every interaction.

What you'll be doing

The End-Point Assessment team are responsible for all event booking related activities to deliver the End-point assessment service.

Role specific responsibilities:

- Deliver event booking journey of the EPA Service
- Manage a caseload of customers and learners to ensure events are organised and delivered as requested and on time
- Work with day-to-day resources to support the increasing expectations of our customers
- Working across multiple apprenticeship standards to ensure event booking meets the key criteria that the learner needs to achieve
- Follow processes and ensure activity delivered is compliant and secure
- Respond to customer enquiries for EPA efficiently and signposting where needed to ensure these are resolved
- Be flexible to the needs of our customers establishing strong and agreed methods of communication with a call first approach where possible

- Be organised and work in a structured manner meeting key performance indicators ✓ Maintain and exceed service standards
- Use systems accurately to deliver the service and support others in achieving this
- Support the identification and implement of customer best practice and approach
- Support the identification of risks to the service in a timely manner
- Share your knowledge effectively and freely
- Sustain our culture of adaptability, change and flexibility
- Managing reports and monitoring SLA's
- Work in a fast paced and changing environment

How success will be measured

- Ownership of EPA caseload to ensure all EPA's are delivered on time
- SLA's and targets for EPA bookings are met or exceeded
- Successful achievement of objectives and targets
- Demonstrating competency in use of systems and technology in place for EPA
- Focuses on continued reduction in turnaround time for interactions on EPA
- Effective 1-2-1's and Honest Conversations for self and team
- Contributions towards service improvement initiatives and activities
- Excellent customer feedback received through building strong working relationships with customers
- Support for colleagues and the team

What we're looking for

We can't live without...

- Team players
- Exceptional verbal and written communication skills
- A passion for working with others
- High level of attention to detail
- Experience of using IT and MS software packages
- Customer focused people with a passion for Customer Service
- Being pro-active and taking ownership
- Identifying tasks and prioritising accordingly
- Ability to multi-task and caseload manage
- Understand risks and ability to escalate where appropriate
- Experience of meeting targets and objectives

We would love you to have...

- A passion for your own personal development
- Proven experience of working within teams
- Experience of using CRM systems
- Passion and experience for Apprenticeships and skills development

The way we prefer to work

Behave as one inclusive team

Contribute to a feeling of being one inclusive team. This means:

- Treating everyone with equity and fairness
- Being curious about other people and teams
- Understanding how the organisation operates and your role in it

- Being honest and respectful in communications
- Creating a feeling of belonging
- Driving inclusivity and diversity locally
- Paying attention to your and others' wellbeing

Collaborate

Collaborate with colleagues and externally with customers and partners to deliver great work. This means:

- Treating everything as an opportunity for a win-win
- Seeking input from others and using it
- Expressing yourself clearly and consistently
- Engaging people so that they get on board
- Trusting and supporting people

Focus on the customer

Make sure that the needs and hopes of external and internal customers drive what we do. This means:

- Being great at listening and understanding
- Making things easy
- Being responsive and proactive to what customers want
- Making sure that things are high quality and always improving.

Do what you say you are going to do

Being consistent in delivering on promises. This means:

- Starting with a positive intent
- Setting clear expectations
- Taking personal ownership to deliver on your own commitments and supporting others to do the same
- Holding yourself and others to account for delivery against those expectations
- Being conscientious and driven

Proactively find and take new opportunities

Taking the initiative in every situation. This means:

- Continuously looking for opportunities to improve the organisation, yourself, and your areas of responsibility
- Always stepping up to get involved
- Being brave and bringing challenge to colleagues in order to make things better for our customers

Welcome feedback and continuously learn

Continuously develop your skills and how you work. This means:

- Treating every day as an opportunity to learn
- Being open to new perspectives, experiences, and feedback, recognising it helps you develop
- Giving feedback openly and honestly
- Being aware that your own ideas may not be perfect, and your perceptions can change
- Be open about mistakes and use them to learn
- be comfortable with ambiguity and not knowing everything