

Job Specification

JOB TITLE	REPORTING	LOCATION	SALARY
Operations Support	Head of Operations Support	This role is office based with some flexibility for home working	£25,000 pa plus benefits

Due to the expansion of our End Point Assessment business, we are looking to find an exceptional and talented individual to join the team here at ETA, based in our Chorley office.

We are an **Investors In People (IIP) Gold** organisation and offer substantially above the norm benefits packages to our staff.

We operate in a regulatory sector and our new recruit must have the dedication and personal skills to wow our customers whilst working within strict and demanding deadlines.

Attitudes and behaviours are equally as important as skills and experience here at ETA. Therefore we are willing to provide support and upskilling where necessary to the right candidate regardless of experience in the sector.

To highlight your interest in working with us please send us your details through our website whilst uploading a resume or CV below.

KEY PURPOSE

To liaise with customers, ETA colleagues and contractors in ensuring the quality delivery of Administration relating to End Point Assessments (EPA) whilst maintaining full compliance with all ETA, regulatory body and Apprenticeship standards requirements.

KEY RESPONSIBILITIES

- Liaise with customers and other stakeholders as required as part of the End Point Assessment planning and delivery process.
- Contribute to the day-to-day operations of the Operations Team
- Develop and maintain service-level agreements with regards to responding to end-point assessment planning, operational activities, reports and submissions of assessment outcomes.
- Maintain and track learner reporting and invoicing
- Contribute to the continuous improvement of ETA's operational activities.

KEY COMPETENCIES

- Excellent administration and organisational skills
- Excellent ICT skills and knowledge
- Good relationship development skills
- Ability to work under pressure and hit deadlines

This is a description of the job as it exists at present. All job descriptions are liable to variation in order to reflect any future role/organisational change. As a list of general duties, the above is not exhaustive. The work of the Company as a whole is expected to develop and the holder of the post will be required to work flexibly with colleagues and stakeholders to facilitate this development. All post holders are expected to comply with the organisation policies and codes of practice in relation to Equal Opportunities, Health & Safety and Quality Assurance.