

Job Title: End-Point Assessment Assistant
Location: Fort Dunlop, Birmingham
Working Hours: 37 hours per week
Working Pattern: Hybrid - Office (3 days), Home (2 days)
Salary: £24,965 per annum

Vocational Training Charitable Trust (VTCT) is a specialist awarding organisation (AO) and current market leader in the Hair and Beauty sectors. Launched in 1962, it offers vocational and technical qualifications, including apprenticeships, in a range of service sectors. We work with several other brands under the VTCT umbrella, Skillsfirst, supporting the Early Years, Business and Management and Health and Social Care sectors and iTEC, our premium brand taking the organisation to a global field.

We are always looking out for exceptional talent to join us; so if you are passionate about education and want to work in a vibrant environment with people who believe in our mission to advance education for the public benefit, please apply and support our charitable objective; the advancement of education in the UK and internationally.

The End-point Assessment Assistant works with the Skillsfirst Team in Birmingham in order to schedule End-point Assessments for individual Independent End-point Assessors, support Customers in-line with quality processes and procedures, and create reports to adhere to regulatory guidelines. This role is very well suited for someone working within the administrative field who enjoys working with and talking to a wide range of people.

Our core values can be found on our website: https://www.vtct.org.uk/wp-content/uploads/2022/05/Strategy-2021_v0.25-FINAL-1.pdf

Benefits *(Please enquire if you would like more information about these before you apply):*

- 26 days annual leave, rising to 27 after 2 years. With an extra day for your birthday
- Life assurance 4* salary
- Flexible working arrangements
- Enhanced sick pay benefits and pension contributions
- Retail discount offers
- Cycle to work scheme
- Employee assistance programme
- Wellbeing initiatives and support
- A vibrant array of social opportunities
- Free parking, free tea and coffee and free fruit!
- Healthcare services worth up to £1,400 and access to 24/7 GP services
- Regular massages for office staff
- Wide array of training and development opportunities.

Principal Responsibilities include *(Full job description is available upon request):*

- Maintain service-level agreements
- Respond to telephone and electronic enquiries, providing customer support through various systems.
- Schedule day-to-day End-point Assessments for staff
- Liaise with Training Providers/Employers and Independent End-Point Assessors
- Maintain professionalism when responding to correspondence in order to support a good working relationship with colleagues, contracted consultants and customers.
- Manage the Proctoring diary and Proctor when required
- Support team with monthly reporting & quarterly updates
- Maintenance of internal databases and systems
- Ensure the highest professional standards are met and internal and external regulatory requirements are met at all times
- Report all risks and issues encountered during the end-point assessment to the Head of Assessment including any suspected malpractice/maladministration.

Essential Criteria *(as part of our commitment to support people with disabilities, anyone with a registered disability who meets the below criteria will be offered an interview. Please make us aware if this applies to you):*

- Minimum Level 3 Customer Service/Business Admin or equivalent
- Worked in Administration for minimum 2 years
- Level 2 English and maths qualifications (or equivalent)
- Excellent knowledge of varied technology including Excel, Outlook, Zoom or similar systems
- Excellent communication and interpersonal skills including report writing
- Independence to manage own diary, planning and organising multiple streams of work
- Work to tight timescales and service level agreements, working well under pressure
- Competently do presentations to customers and internal staff
- Excellent problem-solving skills.

Please submit your CV and a covering letter (optional) to recruitment@vtct.org.uk to start the application process. If you are not contacted you should assume you were not successful this time; we cannot give feedback on this due to the volume of applications.

Application closing date: Monday 22nd August

Interviews may be conducted in the office but online options are available. For this role, interviews are ongoing throughout the application timeframe though most will take place after the application closing date, any applications submitted after the closing date or after an offer has been accepted will not be considered.

The group of VTCT companies includes: the charity VTCT through which main Board business and governance is transacted; Skillfirst; and EMS Ltd, t/a ITEC, a wholly owned trading subsidiary of VTCT.