** Role Description**

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| **Job Title** | EPAB Co-ordinator | **Area** | Performance & Standards |
| **Location** | Stoke on Trent | **Salary** | £16,000 - £18,000 |
| **Hours of Work** | 37.5 | **Reporting to** | Data & claims Officer/Manager |

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| **Key Responsibilities** |
| * Providing administrative support to the EPAB team * Support the development and implementation of administrative procedures and systems * Accurate processing of data to ensure that auditable evidence is in place for any funding claims in line with the requirements of legislative acts * Provide customer service support face to face, online and over the telephone to all stakeholders |

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| **Job Details** |
| 1. Input data from paper sources onto a computerised system accurately and in line with performance requirements 2. Answer the telephone and provide outstanding customer service standards at all times 3. Provide learners/clients with information, advice and guidance about end point assessment policy and procedures 4. Provide administrative support to the EPAB and Finance team to ensure that claims and processes run smoothly and to the required quality and performance standards 5. Process financial documentation, such as purchase requisitions, orders, invoices 6. Liaise with training providers, employers and suppliers in line with the key responsibilities of this role to ensure the smooth running of service delivery to the required quality and performance standards 7. Support the Head of End Point Assessment Board in all aspects of claim data administration and invoice reconciliation 8. Outbound business to business sales 9. Ensure revenue is protected by maximising claims in line with month end deadlines and accurate claims from training providers and employers. 10. Provide reports from databases to support the effective management of provision. 11. Maintain paper based records to ensure audit requirements are met 12. Maintain a positive and professional company image at all times 13. Support the company’s equality of opportunity statement at all times 14. Support the company Quality Policy and Information Security priorities 15. Ensure that policies with regards to Data Security are adhered to 16. Work safely, supporting the company Health and Safety Policy 17. Perform any additional requests in line with the key responsibilities of this role |

**Person Specification**

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| **Essential Skills** |
| * NVQ Level 2 in Customer Service, Administration, IT or Accounting * GCSE (or equivalent) in English Language and Mathematics * Level 2 IT Qualification, such as ECDL (European Computer Driving Licence) |
| **Desirable Skills** |
| * First Aid at Work Certificate * IOSH Health and Safety Qualification * NVQ Level 3 in Customer Service, Administration, IT, Information, Advice and Guidance or Accounting * Level 2 computerised accounts qualification |
| **Essential Knowledge** |
| * Education and training administration, Learning and Skills Council and/or DWP data and claims * Knowledge of Microsoft Office packages including Microsoft Outlook |
| **Desirable Knowledge** |
| * Learning and Skills Council and/or DWP audit requirements * Sage Line 50 * Learning and Skills based IT systems |
| **Essential Wider Skills** |
| * The ability to work under pressure in a highly performance driven organisation * The ability to work effectively as part of a team * The ability to work accurately and actively programme solving * The ability to reflect on your own performance to support quality improvement * The ability to manage time effectively and plan your own work load * The ability work with little supervision or guidance * The ability to maintain one’s own motivation when things are getting tough * The ability to be proactive * The ability to understand one’s own limitations within the role |