

Job Profile

Service Delivery Co-ordinator

Department	Energy & Utilities Assessment Service
Location	Solihull
Reports to	Service Delivery Manager
Hours	Nominally 37 hours but operationally available to meet company requirements
Constraints (travel/ base/ working patterns etc)	Office based within upto 3 days working from home.
Salary	£28,000 per annum
Date	March 2025

About us

Everyday over 68 million people in the UK rely on the energy and utility industries to provide services that are essential to the health, safety and prosperity of every person and business in the UK.

Energy & Utility Skills are at the forefront of bringing our industry leaders together to identify and address the skills challenges our sector faces. We provide membership, assurance, and skills solutions to help employers attract, develop, and maintain a sustained skilled workforce to safeguard the future health, safety and prosperity of every person and business in the UK.

The Energy & Utilities Independent Assessment Service (EUIAS) is an Ofqual recognised awarding body on the Register of End-point Assessment Organisations (RoEPAO) to deliver a range of technical and safety critical engineering end point assessments (EPA) and qualifications within the energy and utilities sector.

About the role

The Service Delivery Co-ordinator ensures the successful delivery of an outstanding end point assessment customer experience. Customer focused, you will schedule all EPA activities across each stage of the assessment journey, consulting with a range of internal and external stakeholders, including employers, training providers and assessors. You will also play a key role in the delivery of our qualification activities by completing the registration process for approved centres and processing learners' qualification results and certificates.

Acting as the nominated customer point of contact, you will also provide accurate and timely information, advice and guidance in relation to our EPA service and qualifications.

About you

To be successful in this role, you will put the customer at the heart of everything you do and thrive on delivering customer excellence in a fast-paced environment. With excellent communication skills, you will be able to establish effective relationships with our customers, our team, wider colleagues and stakeholders.

You will be comfortable working under your own initiative and able to plan and prioritise your workload to meet customer and business needs while ensuring close attention to detail.

Rewards

Join our growing organisation and you'll enjoy benefits including a generous holiday allowance, a company pension scheme, a performance bonus scheme and a Wellbeing Passport.

Key Responsibilities:

The key responsibilities of the Service Delivery Co-ordinator include:

Service Delivery

- Act as the nominated customer point of contact and provide support and information to employers and training providers throughout the EPA journey.
- Identify and agree the EPA timetable in consultation with the training provider, employer and assessors as required.
- Plan and schedule EPA activities, ensuring customer and stakeholder understanding at each stage of the assessment journey.
- Check and monitor that the customer is aware of all EPA requirements as detailed in the Operational Brief and EPA Specification.
- Keep EUIAS learner records up to date.
- Liaise with assessors to ensure assessment documents are circulated and processed in line with the Service Delivery process.
- Liaise with Quality & Compliance and Assessment teams to complete final EPA grading and communicate to customers.

- Support the Centre Approval process by creating and maintaining accurate records of employers and training providers authorised to deliver and assess qualifications.
- Create user accounts for approved centres on EUIAS systems by providing their log in details and guidance on how to register learners and administer online assessments.
- Utilise the EUIAS systems to administer qualification assessment results and certificates.

Customer Service

- Acknowledge customer feedback and respond or escalate as part of our commitment to an excellent customer experience.
- Provide regular, clear, friendly, and effective telephone or MS Teams support to customers, with email to confirm any actions agreed.
- Identify potential issues with customers or assessors and ensure resolution including by escalation.
- Manage the EUIAS inbox by responding to all queries relating to our assessment service and qualifications in a timely manner.
- Deliver service excellence in accordance with our Customer Service Charter.

Regulatory Compliance

- Ensure activities within scope of the role are compliant with Energy & Utility Skills data protection policies and processes.
- Maintain awareness of the regulatory requirements of the role and always act in compliance with those requirements.

Additional responsibilities

- Taking ownership of professional and personal development including exploring ways to improve knowledge of EUIAS and the wider business.
- Ensure compliance with Energy & Utility Skills data protection policies and processes.
- Take reasonable care of your own health and safety and that of others in the workplace.

Job Holder Specification

Specification	Essential	Desirable
Education		
Recognised qualification (or equivalent experience) in business administration.		✓
Work Experience		
Demonstrable success operating effectively within a fast-paced administration or customer service function	✓	
Successful track record in managing a customer caseload	✓	
Demonstrable experience of working confidently with IT systems including Microsoft Office (notably Word, Excel and Teams)	✓	
Experiencing of working for an awarding organisation or end-point assessment organisation.		✓
Competencies & Skills	Essential	Desirable
Relating and Networking; establishes good relationships with customers and colleagues; builds wide and effective networks inside and outside of the company; relates well to people at all levels and manages conflict.	✓	
Planning and Organising; complex diary management, able to plan activities and projects well in advance, manages time effectively, prioritises to accomplish objectives and monitors performance against deadlines/milestones.	✓	
Deciding and Initiating Action; makes prompt, clear decisions; takes responsibility for actions, projects and people; acts with confidence and works under own initiative.	✓	
Delivering results and meeting customer expectations; focuses on customer needs, sets high quality standards, works in a systematic way and consistently achieves objectives set.	✓	
Maintaining compliance in a regulated work environment; understanding of how regulatory requirements impact on the job role and ability to identify and escalate potential non-compliance.		✓

Our Values

Together

We are stronger, collaborating internally and externally to deliver success as one high performance team.

Credible

As specialists, we are trusted to provide thought leadership, the skills voice for Industry and skills solutions for energy and utility industries.

Making A Positive Difference

A great place to work, we individually and collectively play a key role in shaping a greener world.