

Job Profile

Service Delivery Co-ordinator

Department	Energy & Environment Awards
Location	Solihull
Reports to	Service Delivery Manager
Hours	Nominally 37 hours but operationally available at all times to meet Company requirements.
Constraints (travel/ base/ working patterns etc)	Based from the office, you are expected to attend our office for a minimum of 2 days per week and as required by the Company, for the proper performance of your duties or for specific meetings, events or training.
Contract	Permanent
Salary	£29,000 per annum
Date	March 2026

About us

Energy and Environment Awards is a wholly owned subsidiary of the Energy & Utility Skills Group and an Ofqual regulated awarding organisation.

With a focus on the energy and utilities sector, we deliver a range of technical and safety critical engineering apprenticeship end point assessments, regulated qualifications and EUSR – the sector’s register of skills and industry recognised training programmes.

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 assessment 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.

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 assessment journey.
- Identify and agree the assessment timetables as required in consultation with the training provider, employer and assessors as required.
- Plan and schedule assessment activities, ensuring customer and stakeholder understanding at each stage of the assessment journey.
- Check and monitor that the customer is aware of all assessment requirements
- Keep 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 and Assessment teams to complete final 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 our IT systems by providing their log in details and guidance on how to register learners and administer online assessments.
- Use our 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 Service Delivery team's central email 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 Group data protection policies and processes.
- Ensure an understanding of Ofqual's regulatory requirements and always act in compliance with those requirements.

Additional responsibilities

- To attend, undertake and be responsible for any training, development and / or self-study to support your role.
- Demonstrate alignment with the organisation's values.
- Commitment to continuous improvement, curiosity, and for contributing proactively and positively to the culture and performance of the team.
- Ensure compliance with Energy & Environment Awards policies and processes and Energy & Utility Skills Group 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
Deciding and Initiating Action; makes prompt, clear decisions; takes responsibility for actions, projects and people; acts with confidence and works under own initiative.	✓	
Relating & Networking High level of interpersonal skills; establishes good relationships with colleagues and stakeholders; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels.	✓	
Planning & Organising Plans activities and projects well in advance and takes account of possible changing circumstances; manages time effectively; identifies and organises resources needed to accomplish tasks and monitors performance against deadlines and milestones.	✓	



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.