**The Highfield Group**  
Job Description

Assessment Team Support Officer

**Document Control**

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| --- | --- | --- | --- |
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| 1.0 | 24 May 2019 | David Lenton | First Version |
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# JOB DESCRIPTION

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| --- | --- |
| Job Title | Assessment Team Support Officer |
| Responsible to | Assessment Team Manager |
| Pension | 8% employer contribution |
| Leave | 22 days increasing to 25 |
| Term | Permanent |
| Critical Illness Cover | Following successful probation |

# JOB PURPOSE

Carry out a support function to the Assessment Team by quality checking all assessments completed

# MAIN RESPONSIBILITIES

Support the Senior Assessment Team Support Officer(s) and Assessment Team Manager in the quality assurance process with the following:

* Complete the Notification of Completion (NoC) process daily, in line with relevant KPI’s
* Run the daily EPA report, updating both the unit and completion trackers
* Check daily assessments for compliance and escalate to managers where SLAs have not been met, logging non-conformances
* Working from completion tracker to allocate and set up IQA activities
* Checking learner records for compliance and reporting non-conformances
* Moving learners through the system folders from completion through to release
* Complete final checks and release all learners that do not fall into IQA sample
* Certificate learners’ apprenticeships, 10 working days after result release

Supporting the wider Assessment Team where required

# KEY COMPETENCIES

- Excellent time, people and resource management/organisational skills

- Excellent written and oral communication skills

- A confident user of technology

- Exceptional attention to detail

- Excellent interpersonal manner

- Demonstrable ability to work from own initiative and as part of a wider team

- Demonstrable word processing, spreadsheet, and email skills

- Demonstrate an understanding of apprenticeship standards and assessment plans

**KEY PERFORMANCE INDICATORS (KPI’S)**

Complete the Notification of Completion process daily

Ensure that notification of completion checks are completed correctly with an accuracy rate no less than 98%

Ensure that all learners requiring sampling are allocated out daily to the IQA required to complete sampling, including updating of completion tracker

Certification of learners within 10 working days after result release

Maintain a KPI of at least 14 completions a day

# POST HOLDER’S OBLIGATIONS

To carry out their duties having full regard for “The Highfield Group Way of Working” (please see below).

To carry out their duties in accordance with the Highfield Group Diversity and Equality policy and in compliance with the Health & Safety at work etc. Act 1974 and any subsequent and relevant health & Safety legislation.

To be competent in the use of all office equipment and relevant software programmes including Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint).

Be flexible and able to work under pressure and to tight deadlines.

Be able to work on their own initiative and as part of a team.

These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other reasonable duties and responsibilities without changing the general character of the post.

# THE HIGHFIELD GROUP WAY OF WORKING

Think customer;

Be passionate about our products and services;

Be a team player;

Accept responsibility for your actions;

Be enthusiastic, honest and confident;

Listen and learn and respect confidentiality;

Be loyal and committed to the Company and your future within the Company; and

To respect all members of the team.

# THE HIGHFIELD GROUP’S COMMITMENT TO YOU

To build on your strengths and develop your skills;

To recognise the value of your contribution;

To respect the balance between life and work;

To maintain confidentiality;

To provide excellent working conditions; and

To reward loyalty, commitment, innovation and outstanding performance.