**The Highfield Group**
Job Description

EPA Customer Engagement Officer

**Document Control**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Notes |
| 1.0 | Jan 2024 |  | First Version |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Contents**

[JOB DESCRIPTION 3](#_Toc77862611)

[JOB PURPOSE 3](#_Toc77862612)

[MAIN RESPONSIBILITIES 3](#_Toc77862613)

[KEY OBJECTIVES 4](#_Toc77862614)

[ESSENTIAL EXPERIENCE 4](#_Toc77862615)

[POST HOLDER’S OBLIGATIONS 4](#_Toc77862616)

[THE HIGHFIELD GROUP WAY OF WORKING 5](#_Toc77862617)

[THE HIGHFIELD GROUP’S COMMITMENT TO YOU 5](#_Toc77862618)

# JOB DESCRIPTION

|  |  |
| --- | --- |
| Job Title | EPA Customer Engagement Officer  |
| Responsible to | EPA Customer Engagement Manager  |
| Responsible for | To deliver high levels of professional account management and support to employers, employer providers and apprenticeship providers who have the company as their awarding organisation and/or end-point assessment organisation Act as the main point of office contact for customers and consistently deliver first class customer service  |

# JOB PURPOSE

Using internal IT and paper-based systems and processes, develop effective relationships with a range of external customers who have chosen Highfield Assessment as their end-point assessment organisation. Collate and complete all required paperwork, ensuring all bespoke requirements are understood. Build the relationship through effective information advice and guidance and ensure all regulatory required information is collected to allow for effective, compliant, and timely assessment scheduling. Be the first point of contact for customers throughout their assessment journey and maintain effective account management records. Where applicable, complete SAGE invoicing, ESFA certificate returns and offer interdepartmental team support, ensuring all internal and external SLAs are not only met but exceeded where possible.

# MAIN RESPONSIBILITIES

Provide account management and support to a range of internal and external customers, ensuring all customers receive outstanding customer service and recognise Highfield Assessment as a premier end-point assessment organisation.

Be the recognised point of contact for customers within your area of responsibility offering knowledgeable and effective information, advice and guidance both on the phone and in writing.

Generating new business through existing relationships by cross-selling and upselling where appropriate.

To undertake support visits to customers as and when required and accompany the EPA Customer Engagement Manager when necessary

Ensure your customer service delivery is exemplary at all times

Establish and maintain strong working relationships with clients to ensure repeat business

Resolving problems with other departments and customers swiftly and to a satisfactory standard

Adhere to all internal processes and procedures required to deliver business services

Complete accurate operational documentation from allocated centres

To fully adopt, adhere to and embed the company’s Equal Opportunities Policy, ensuring that all learners, colleagues, and customers are treated fairly and impartially, showing respect for all.

To represent the company in a professional manner at all times.

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.

# KEY OBJECTIVES

Drive sales through exceptional customer relationship building

Ensure all customers receive outstanding service

Ensure all contract and internal SLAs are met

Agree arrangements with customers that are in line with the business development strategy

Ensure all paperwork and documentation is completed to a high standard and is compliant where this is a requirement

Ensure all system input is ‘right first time’

Provide accurate and timely qualitative and quantitative reports on key criteria to senior leaders

# ESSENTIAL EXPERIENCE

Excellent communication and relationship building skills

Excellent time management/organisational skills and ability to meet deadlines

Ability to work under pressure and on own initiative to deliver exceptional customer service

Excellent written and oral communication and reporting skills

Excellent telephone manner

Keen awareness of confidentiality and data protection issues

Awareness and understanding of Highfield’s and EPAO’s regulatory requirements

Excellent knowledge of Highfield’s monitoring requirements to meet regulatory conditions

Demonstrable abilities in the use of all office equipment and relevant software programs including Microsoft Office (Word, Excel, PowerPoint, Outlook), Highfield’s web database and CRM, as required

Outstanding accuracy and attention to detail

# 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.

The timely and professional dealing with general enquiries in writing, by email or over the telephone including the taking of messages and the accurate recording and, if necessary, the dissemination of all relevant information.

To competently use all office equipment and relevant software programs including Microsoft Office (Word, Excel, PowerPoint, Outlook), Highfield Group web database and CRM software as required

# 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.