**The Highfield Group**
Job Description

Scheduling Officer

**Document Control**

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# JOB DESCRIPTION

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| Job Title | Scheduling Officer  |
| Responsible to | Scheduling Manager |
| Responsible for | To effectively schedule end-point assessments for customers following the prescribed process ensuring all SLAs are met |

# JOB PURPOSE

Timely and effective scheduling of end-point assessment activities, deliver scheduling information to a range of stakeholders including learners, assessors, providers and employers. Act as point of office contact for the assessors, employers and providers giving first-class customer service and provide the scheduling manager with all requested information. Maintain systems and documents to the agreed format and accuracy level and offer high levels of customer service to all internal and external customers.

# MAIN RESPONSIBILITIES

Scheduling of all end-point assessments in line with KPI’s.

Providing effective communication to a range of internal and external stakeholders including external customers, employed staff and associate staff.

Planning time and cost-effective EPA to ensure the best use of resources.

Provide office support for the scheduling manager.

Liaise with assessors, employers and providers, providing assistance with queries relating to booking/scheduling of EPAs to enable the company to deliver a service that is unrivalled.

Ensuring assessors’ availability and diaries are kept up to date.

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

Running daily results reports and ensuring all resits are rescheduled as per the standard, and provider’s and employer’s requirements.

Work closely with Employer Engagement team to ensure timely and accurate scheduling in line with employers’ agreed SLAs.

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.

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

To carry out their duties in accordance with Highfield’s Equal Opportunities Policy and in compliance with the Health and Safety at Work etc. Act 1974 and any subsequent, General Data Protection Regulations (GDPR) Act 2018

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# KEY OBJECTIVES

Deliver outstanding customer service to all internal and external customers.

Maintain systems to a high level of accuracy following prescribed process.

Effectively plan and communicate details for end-point assessments to meet customers’ needs.

Proactively address any barriers to the delivery of scheduled end-point assessments.

Communicate ideas and suggestions for continual process improvement.

Maintain a strong working knowledge of regulation and legislation (compliance) that impacts on the planning of end point assessment.

Always maintain and protect customer and learner personal data

# KPI’s

Maintain a high accuracy rate in all paperwork and IT system compliance audits.

Deliver timely and accurate information on EPA to internal and external customers.

Achieve daily scheduling KPI targets. Quarterly bonus payable for any learners scheduled over daily KPI, subject to meeting quality percentage.

# ESSENTIAL EXPERIENCE

Ability to work under pressure and on own initiative.

Experience and strong track record of working to targets.

Excellent written and oral communication skills including excellent interpersonal skills.

Excellent time management.

Up-to-date awareness of confidentiality and data protection issues.

Good awareness of HR and equality and diversity issues.

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

Strong working knowledge of all office equipment and relevant software programs including Microsoft Office (Word, Excel, PowerPoint, Outlook), Highfield’s web database and CRM, as required. Demonstrable word processing, spreadsheet and email skills.

Excellent attention to detail with accurate data input.

Ability to work from own initiative and as part of a wider team.

Desirable knowledge of UK postcodes and road networks.

# 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.