

Role Title	Service Delivery Executive
Reports to	EPA Service Operations Team Leader
No. of direct reports	0
Full / Part Time	Full time
Grade	B1
Location	Bangalore, India
Created/Updated by	Marigo Sevastopulo
Created/Updated on	January 2024

*Everything we do contributes to achieving our purpose:
Helping people, organisations and economies develop their skills for growth.
This purpose drives everything we do.*

Our values

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

Your mission

You will play a key role in supporting multiple processes and activities related to the City & Guilds End Point Assessment (EPA) service. You'll work in close partnership with our UK Teams to deliver activities to a high-quality standard and within service level agreements.

What you'll be doing

Service Delivery – deliver services to time and quality. Typical daily activities will include checking evidence that has been uploaded by customers meets regulatory requirements; uploading results and assessment recordings on to the EpaPro platform; claiming certificates; trouble shooting and rectifying errors; carrying out ad-hoc work to support the UK EPA Teams; sending messages to customers via our EpaPro platform and Outlook.

Data Systems and Procedures – updating and maintaining data systems such as excel trackers and implementing associated procedures.

Quality Assurance and Continuous Improvement – evaluate and monitor activity to meet and continuously improve process and quality requirements, and make recommendations for improvements.

Communication – proactively communicate effectively with business teams.

Provide Advice and Support – provide advice, guidance and support for a sphere of activities, including on-the-job training, to support the team, colleagues and customers.

How success will be measured

- Delivery of end to end processes
- Daily work allocations are delivered on time
- Monitoring, maintaining and coordinating a range of activities to provide accurate management information
- Escalate queries and issues in a timely manner through appropriate channels
- Maintain and exceed service and quality standards
- Identify problems, track accordingly and take ownership where appropriate
- Procedures in place are followed and revised as necessary
- Knowledge and experience shared effectively within team
- Ability to prioritise own workload and to meet set deadlines
- Support with data analysis and helping to compile monthly reports
- Communicate regularly with stakeholders to exchange relevant information and activity updates
- Support the identification and implement of customer best practice and approach
- Support the identification of risks to the service in a timely manner
- Act as a super user and provide one to one coaching and training for specific applications or processes on an ad hoc basis
- Contribute to staff induction, acting as a mentor to new employees

What we're looking for

We can't live without...

- Team player and a passion for working with others
- Experience of using IT and Microsoft software packages
- Excellent planning and organisational skills, ability to work to strict deadlines
- Excellent verbal and written communication and numerical skills
- Excellent problem solving skills
- Attention to detail skills, an understanding of quality and why it is important
- Motivated and proactive
- Strong customer focus
- Flexible and adaptable to change
- Committed and “can do” attitude

We would love you to have...

- Experience in implementing best practice to enable better delivery, highlighting process improvements where possible
- Experience in maintaining and improving dashboards and trackers to track delivery.
- Experience in delivery, monitoring and support
- Confident in excel and other data reporting tools

Your career with the City & Guilds Group

This role will expose you to offshoring best practice, allow you to work with colleagues in the UK and India and develop your career within City & Guilds and City & Guilds South Asia. There will be opportunities to become a subject matter expert for key activities and deliverables.