**SIAS Operations Support Co-ordinator**

**Vacancy**

SIAS is currently seeking a proactive and detail-oriented **Operations Support Coordinator** to join our team. This is a fantastic opportunity to contribute to a dynamic organisation that makes a real difference.

In this key customer-facing role, you will provide vital finance reporting and administrative support to the Operations team and the wider SIAS leadership team. You will also act as a central point of contact for both internal and external stakeholders, helping to ensure smooth and efficient service delivery.

This position is for a fixed term of 7-8 months to cover maternity.

**Remuneration Package**

• Salary between £25,000 - £28,000 per annum dependent on experience

• Fixed Term Contract – 7-8 months

• Pension – employer contribution 6%

• Life Assurance

• 28 days holiday plus 8 bank holidays (FTE)

• Birthday off work

• Opportunity to buy-back 5 extra days annual leave (FTE)

• Optional Private Health Care package

• Hybrid working with the requirement to be in the Warrington office 1-2 days per week

• Employee Assistance Programme

• Bonus Scheme

• Aspire Values Award Scheme

• Annual Values Awards

• Long Service Awards

• Annual Company Events

• Gym Discount

• Access to Training & Development Opportunities

**Key Accountabilities**

* To provide first level customer service for customer and internal enquiries via telephone, e-mail, and teams.
* To produce weekly and monthly financial reports for Operations Manager and SLT for both EPA and Awarding Organisation, including but not limited to:
	+ Registration
	+ Midpoints
	+ Gateways completed
	+ Certification
	+ RA/TE
	+ Resits
	+ Provider Sub-User
	+ Assessor Results
	+ Withdrawals trends
	+ Rejections
* To manage and oversee the process for key areas of work including TE/RA, Resits and Rejections
* To produce and present monthly update reports at the operations meeting covering RA/TE, Rejections and Resits
* To support management of the Admin and Info central email inboxes, working effectively and timely against tight SLA’s.
* Attend monthly assessor meeting, record and take minutes and distribute to all attendees
* To be responsible for setting up new providers on EPA Pro.
* To oversee administration of SharePoint and access/support for assessors
* Support EPA and Centre Mangers in adding new Centres to the Creatio Green System as required.
* To support the administrative function for SIAS, which includes support for assessment scheduling, EPA’s, EQA’s, liaising with employer training provider and Centre staff as required.
* To lead the operations team with management of RA/TE during the induction process, receiving applications, booking in inductions, issuing registration numbers, and updating EPA Pro system Maintain along with leading on this activity during team absence to support business continuity.
* To provide support to EPA and Centre Managers with EPA customer reports and re-approval lists for Centres.
* To work to the highest high level of quality and integrity, remaining compliant with all SIAS policies and processes.

**Key Performance Indicators**

* To produce weekly, monthly and quarterly finance reports for all Awarding Organisation and End Point Assessment Organisation key performance indicators (e.g. registrations, achievements by grade, certifications).
* Undertake data analysis of all customer submission rejections for AO and EPAO. Produce monthly and quarterly reports identifying risks, reasons and trends, to support continuous improvement and reduction in volume of rejections overall
* Lead on finance invoicing process for all AO and EPAO requirements, liaising with finance to ensure accuracy and timely payment. Manage finance spreadsheet for all resits/re-takes.
* Support admin functions for both AO and EPAO centres during peaks of high demand and covering annual leave to ensure all SLA and collaboration agreement requirements are met.
* **Ensure Data Protection Compliance/GDPR requirements are met at all times. A**ll learner and centre data is handled according to data protection regulations
* Provide support to SIAS Leadership Team and MD, to help facilitate the management and support of all centres and customers within SIAS portfolio

**Knowledge Skills and Qualifications**

* Experience of working within an administrative role.
* Level 2 Qualifications in English & Maths (essential).
* An organised and methodical approach to work, evident through experience.
* Ability to respond to frequent demands of multiple customers (internal and external).
* Excellent IT skills including Excel, PowerPoint & Outlook.
* The ability to work to tight deadlines.
* An effective communicator at all levels.
* Adaptable, with the ability to adjust working style to suit the needs of different target audiences.
* The ability to work in an evolving business environment, at pace and with quality.
* Respond positively to change, contributing own ideas to achieve business aims.
* The ability to work independently and effectively.
* Reliable, trustworthy, committed, friendly and flexible.
* Enhanced DBS check required

**Language Guide**

**SLA –** Service Level Agreement

**EPA –** End Point Assessment

**EPA Pro –** System used within SIAS

**TE’s –** Technical Expert

**RA’s** – Registered Assessor

**CPD –** Continual Professional Development

|  |
| --- |
| Cogent is an inclusive employer and we value the diversity our workforce brings. We welcome applications from all candidates and will consider all applications equally and fairly.Cogent is committed to Safeguarding and promoting the welfare of children and young people and expects all employees to share this commitment.To apply please click on the link: <https://www.cogentskills.com/about/work-for-us/>Please complete the Application Form and send together with a letter of application and your CV to human.resources@cogentskills.com by 8th October 2025 outlining your suitability for this post and how you would ensure success.If you have additional needs that you would like us to consider during the application and interview process please contact Denise Bentley on 01925 515222 to discuss ways that we can support your application.If you haven’t heard back from us within 21 days of your application, it means that unfortunately your application has been unsuccessful on this occasion. Websites: [www.cogentskills.com](http://www.cogentskills.com)[www.siasuk.com](http://www.siasuk.com)  |