



The
Workforce
Development
Trust

OPERATIONS COORDINATOR

Job description

Job Title	Operations Coordinator
Department	Operations – SFJ Awards
Reports to	Operations Manager – SFJ Awards
Location	Sheffield Office, with hybrid working available
Pay Scale	£27,678
Contract	Permanent
Hours	37.5 hours per week

SFJ Awards

SFJ Awards are a regulated Awarding Organisation, delivering high quality qualifications, and custom certification for learners through Approved Centres in England, Wales, Northern Ireland, and Scotland. We are also an Apprenticeship End Point Assessment Organisation approved by the Department for Education to deliver Apprenticeship Assessment to apprentices for a growing number of apprenticeship standards in England. SFJ Awards is part of the Workforce Development Trust group.

The Workforce Development Trust

The Workforce Development Trust is a not-for-profit organisation that provides services that support employers to develop skilled, sustainable, and efficient workforces in the UK and abroad. We operate via our collective of five brands; Skills for Health, Skills for Justice, SFJ Awards, People 1st International and ICQ Awards, which deliver specialist, targeted skills interventions to support a variety of frontline public services.

Job summary

SFJ Awards provides a range of Awarding Organisation and assurance functions, including regulated qualifications and apprenticeship assessment.

The Operations Coordinator is responsible for the day-to-day operational delivery of the organisation, across regulated qualifications, End-Point assessment and custom certifications. This will include conducting the core operations including the customer services function, supporting with apprenticeship delivery, supporting the onboarding of new customers, and all other operational support required to ensure excellent service and continuous improvement. This role is central to maintaining and improving efficiency, driving service quality, and supporting sustainable growth. The post holder will ensure effective relationships with customers, as well as contributing to the wider development and successful achievement of SFJ Awards' operational and financial plans. This role is central to the success and sustainability of the organisation.

Key responsibilities

Reporting to the SFJ Awards Operations Manager, the post holder's key responsibilities will include accountability for:

- Managing incoming telephone calls, dealing with enquiries efficiently, and ensuring calls are routed to the appropriate departments.
- Managing inbound support queries via Freshdesk, ensuring timely responses and effective resolution of tickets.
- Conducting the end-to-end operational delivery of all qualifications, ensuring consistent, high-quality service and compliance with regulatory requirements.
- Delivering high quality customer service to ensure timely, accurate, and professional support to potential customers, centres, employers, and learners, exceeding all KPIs and SLAs.
- Conducting operational support tasks – including (but not limited to): maintaining administrative systems supporting registrations, certification, centre onboarding, gateway evidence submissions, processing results and support with financial transactions.
- Production, storage, and dispatch of assessment resources and certificates, both electronically and by post/courier in line with regulatory requirements and published service level agreements.
- Providing employers, training providers and other relevant stakeholders with information, advice and training to support them with processes and systems, keeping them informed of scheduled activities and providing them with the appropriate resources to assist them in planning for and facilitating qualification delivery and EPA activities.
- Following policies, procedures and systems to drive productivity and to meet and maintain regulatory requirements and standards. This includes

operational use of various systems including (but not limited to): Quartz, ACE 360, Rogo, Freshdesk.

- Supporting the coordination of Reasonable Adjustments for access to assessments for students with specific requirements and special consideration requests.
- Support onboarding processes.
- Supporting financial processes and procedures including production of invoice requests, purchase orders and resolving customer billing enquiries.
- Attend meetings and events as required, taking notes and producing minutes for circulation to stakeholders.
- Maintaining accurate records including (but not limited to): customer queries, complaints log, service improvement suggestions, support tickets.
- Collaborating with quality assurance, product development, and partnership teams to ensure seamless customer journeys and feedback loops.
- The maintenance of good governance over the day-to-day operations of the business functions under their control, consistent with WD Trust policies and procedures.
- Acting as a role model for a culture within SFJ Awards that cultivates and demonstrates the values shared across the WD Trust group.
- Representing SFJ Awards at external events and with external contacts, acting at all times as an ambassador for SFJ Awards and the wider WD Trust.
- Any other task as required by the business to ensure smooth operation and high customer service.

Person specification

Criteria	Essential	Desirable
Education and qualifications		
Maths and English qualification at Level 2	X	
Qualification in Customer Service and/or Administration		X
Knowledge		
Comprehensive knowledge and understanding of education, vocational qualifications and Apprenticeships across the UK.		X
Knowledge of operational delivery of qualifications and assessments in an Awarding Organisation		X
Knowledge of operational delivery of end point assessment.		X
Knowledge and understanding of customer service standards	X	
Understanding of Ofqual Conditions and their application to regulated qualifications and End-Point assessments.		X
Understanding of other relevant regulators requirements, including SQA, CCEA, Qualifications Wales and the SIA		X

Understanding the need to maintain confidentiality and accuracy when handling personal and confidential data.	X	
Experiences		
Proven experience in Back Office Operational administration in an Awarding Organisation and/or End Point Assessment Organisation.		X
Experience working within a busy service environment with multiple and conflicting demands from both internal and external customers	X	
Experience delivering effective customer service.	X	
Experience of building and sustaining effective working relationships with customers and stakeholders from different organisations	X	
Experience of working to robust policies and processes, preferably within a regulated services context		X
Experience working with IT systems to facilitate daily tasks	X	
Experience of document management		X
Experience of implementing defined financial procedures relating to contract delivery		X
Skills and abilities		
Ability to engage and work with colleagues, stakeholders and customers at all levels from the most senior to the most junior	X	
Able to work on own initiative and as part of a team, delivering to time, cost and quality requirements	X	
Excellent planning, prioritisation, organisational and administrative skills.	X	
Strong troubleshooting and problem-solving skills, with the ability to identify issues and work towards effective solutions	X	
Confident in navigating IT systems, with the ability to use multiple platforms efficiently and accurately	X	
Excellent telephone manner, with the ability to communicate clearly and professionally with a range of stakeholders	X	
Excellent oral, written and presentational skills with the ability to respond appropriately, confidently and sensitively to queries.	X	
Experience of processing financial transactions.		X
Other		
Able to undertake travel and to be mobile across the UK and internationally as required.	X	
Able to work autonomously with high self-motivation, resilience and confidence	X	
A willingness to learn and a commitment to continued professional development	X	
Able to take a flexible approach to tasks, travel and hours of work as required should live delivery events need to be scheduled to	X	

take place outside of normal working hours to meet customer requirements		
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Job Description Completion

Name	Laura Davison-Valente
Job title	Head of Performance and Operations
Department	SFJ Awards
Date	9th July 2026

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment. This role is subject to a criminal record check via the Disclosure and Barring Service.

Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behaviour is not discriminatory.
- Does not cause offence.
- To challenge the inappropriate behaviours of others.
- Adhere to the Equal Opportunities policy.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work.
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work.

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety, and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.

Confidentiality

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct. Employees are expected to act with integrity both inside and outside the workplace.

Data Protection

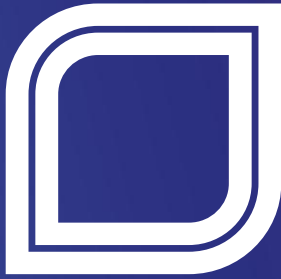
If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin, and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer six months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

Other Employment

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade, or profession, either directly or indirectly in any capacity whatsoever.



**The
Workforce
Development
Trust**

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Skills for
Health

Skills for
Justice


SFJ
Awards

People **1st**
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