

Evaluation Officer
Salary Details: £28k per annum
Reports to: ISG Manager or Team Leader
Terms/Hours: Perm, Full-Time
Location: Cheltenham, Hybrid
Direct reports: N/A
Department: Individual Services Group
Date Reviewed: January 2025



About Ecctis:

At Ecctis, our vision is to be the acknowledged global leader in the international qualifications and recognition arena. Our mission is to be the preferred source of expert advice on the recognition and comparability of qualifications and skills internationally, building on our advanced research and our established knowledge and experience of education systems across the world. Ecctis delivers a wide range of services, products, and projects in the field of international education. We help make sense of international qualifications and support a range of clients including individuals, universities, and colleges, awarding bodies and government ministries.

The work is varied, and the atmosphere is enthusiastic, collegial, and supportive. There are opportunities to develop specialisms and to lead research and training for countries and regions.

Purpose of Role:

The Evaluation Officer works as part of the Individual Services Group in GRS to deliver high-quality specialist Early Years Services. Evaluation Officers use their research and analysis skills to assess qualifications from a wide range of countries. The EO also handles to customer queries received via email, message and phone, providing expert information about our services.

Key responsibilities:

Service Delivery

- Processing and delivering of Early Years Service, within the stipulated timeframes. This includes tasks such as:
 - Reviewing of documents, to ensure that we have all required evidence to deliver the service
 - Comparing the detail of international qualifications against the Early Years Qualification List, to check if the qualification is Full and Relevant and provide detailed qualification mapping
 - Providing specialist advice on early years qualifications to qualification holders and other stakeholders, e.g. Nursery managers.
- Supporting with the delivery of other Ecctis individual services where required, such as the Qualification and Language Service and UK Qualification Reference Statements

Customer Service

- Providing high levels of customer service for our individuals, by:
 - Handling enquiries about Early Years qualifications and applications to ENIC, through our online message system and email, using expert knowledge
 - Ensuring all work and communication is delivered to a high level of quality, within company standards and within SLA
 - Working with our Enquiries Service Centre colleagues by assisting and taking over customer calls regarding complex enquiries
 - Accurately logging enquiries to support with reporting

Wider contributions

- Aiding the management team with new starter training and onboarding, via activities such as shadowing sessions and internal training
- Working collaboratively and communicating effectively with colleagues from the wider department and company to ensure the high-quality delivery of service

Other

- Abide by the Company's policies and procedures, and actively promote with the team
- Abide by the Company's Health and Safety policies and procedures, whilst giving consideration to your own health and safety and that of colleagues
- Any other reasonable duties as required

Skills required:

- Excellent attention to detail, and can demonstrate high levels of accuracy in their work
- Strong organisational skills, with the ability to effectively manage their workload to meet deadlines and manage changing priorities
- Strong research skills, using a range of resources to independently suggest solutions to complex assessment cases
- Excellent interpersonal, verbal and written communication skills, including a very good telephone manner
- Ability to work well and collaboratively with others across the team and wider company, building cross-team relationships and understanding
- Knowledge of Early Years sector (desirable)

Person specification:

- A supportive and co-operative team member
- Solutions-driven
- Passionate about excellent service, considering the person behind each application
- Demonstrates respect for others at all times
- Comfortable with a fast-paced environment, and enjoys variety of tasks and responsibilities
- Self-motivated
- Strives for continuous improvement, using feedback as a positive tool for change
- Takes responsibility for their own workload, ensuring that deadlines are met
- Embraces change and progress
- Has a passion for early education and/or international mobility

Education and Qualifications:

- Degree level qualification, comparable to Bachelor degree standard in the UK

Employee Benefits

- 25 days annual leave (pro-rata for part-time employees) plus swappable bank holidays, as well as additional 3.5 days off for Winter office closure
- Company Pension scheme
- Life assurance of 3 x basic salary for members of the pension scheme
- Bupa Private Health and Dental Care Scheme with employee contribution
- Enhanced maternity pay, Paternity leave
- Employee Assistance Programme
- Mental Health First Aiders and support events
- Cycle to Work Scheme
- Eye Care Contribution

- Regular company social events
- Mango Language Tool
- Hybrid Working as standard
- Paid volunteering hours

Employee Ownership Trust:

As an Employee Ownership Trust, we do things a little differently from some other organisations. Every one of our employees has a voice and our people are highly motivated and committed. Our structure allows for our combined success as an organisation to be shared equitably across the Company. The trust is indirect, meaning that eligible employees are not shareholders directly, however they are held ‘in-trust’ by the Trust’s Board of Directors.

EDI Statement:

Ecctis Ltd is committed to fostering a culture of inclusivity and connectedness. The core of our work involves working internationally with individuals all over the globe with different backgrounds. In recruiting for our organisation, Ecctis Ltd is an Equal Opportunities Employer, and welcomes the unique contributions you can bring; therefore, we specifically welcome applicants of all backgrounds, regardless of race (including colour, nationality, and ethnic or national origin), sex or gender, gender reassignment, sexual orientation, religion or belief, age, marriage or civil partnership, pregnancy and maternity, or disability.

Please note: All applicants must hold a current permit or visa showing their right to work in the UK.

To apply: Email your CV and covering letter to recruitment@ecctis.com

This role profile sets out the scope and main duties of the post at the date when the role was created or last reviewed. Such details may vary on occasion without changing the overall scope of the role or level of responsibility required. This role profile is intended to give an overall indication of the duties and responsibilities of this role but is not exhaustive and the job holder may be asked to perform other duties, which reasonably align with the general remits of their role and level of responsibility.

Ecctis Ltd is committed to providing a workplace free from discrimination or harassment. We expect every employee to do their part to cultivate and maintain our values and treat each other with respect and the dignity they deserve. We are an equal opportunities employer, ensuring that there is no bias on gender (or gender reassignment) race, sexual orientation, disability, age, religion or belief. We recruit purely on merit and skills.