

Verification Manager
Salary Range: £38k-40k per annum
Reports to: Head of Counter Fraud and Verification
Contract Type: Permanent, Full-Time
Location: Cheltenham, Hybrid available
Direct Reports: Yes
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 Individual Services Verification Manager is responsible for the processes and provisions by which primary source verification is conducted throughout individual services. Through their oversight of the Verification Team, the Verification Manager ensures the successful delivery of verification provisions on a daily basis and maintains service integrity through comprehensive reporting and continuous improvement practices. The Verification Manager also engages with counter fraud provisions, alongside counter fraud personnel, to deliver a coordinated approach to counter fraud and verification.

Key responsibilities:**Service continuity:**

- Effectively manage verification provisions in accordance with defined KPIs
- Organise and communicate resourcing schedules to ensure the successful delivery of verification provisions
- Promptly address service delivery issues in accordance with company policies and best practices
- Co-ordinate with Service Operation Managers to ensure the successful delivery of individual services
- Act as the point of contact for other verification personnel to support with complex cases and scenarios

Team management & line management:

- Manage a dedicated team of verification personnel, to ensure all team members have the appropriate training, resources and opportunities to succeed
- Take ownership of the verification team's continued development
- Conduct all line manager responsibilities and administrative tasks in accordance with company policy
- Support the professional development of line reports through proactive performance management and reviews
- Co-ordinate with other Managers and Team Leaders to ensure consistency in line management approaches

Reporting, quality assurance and service development

- Produce reports and other service delivery matrix for internal and external stakeholders in accordance with defined service KPIs
- Regularly review internal reporting provisions to ensure the accuracy and integrity of verification provisions and reporting mechanisms
- Critically review internal data reports to identify and lead on service improvement projects
- Ensure quality assurance is maintained in accordance with defined service KPIs

Counter fraud

- Co-ordinate with counter fraud personnel to ensure the successful co-ordination of counter fraud provisions alongside verification delivery
- Support counter fraud projects to provide expertise on verification and other counter fraud considerations
- Engage with external stakeholders to support the development of verification and counter fraud resources

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:

- Strong team management skills, with the ability to motivate at an individual and team level
- Effective workload management skills to deliver ongoing provisions and bespoke projects
- Excellent interpersonal, verbal and written communication skills
- Excellent attention to detail
- Strong analytical, decision making and problem-solving skills
- Data driven, with the ability to utilise various data points to inform and drive change
- Ability to effectively identify and handle complex performance and behavioural issues
- Demonstrate sound understanding of quality control processes and systems

Person specification

- Highly organised, with effective time management skills and the ability to lead on day-to-day planning and the development of future service improvements
- Solution-oriented, with the ability to think creatively to overcome challenges
- Able to plan effectively for a range of scenarios, understanding the connection and dependencies across existing provisions
- A proactive and can-do attitude, flexible and able to adapt to changing priorities with a fast-paced environment
- Numerate, with the ability to analyse data effectively
- Committed to personal and professional development, and to supporting others to do the same

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 the Winter office closure
- Company Pension scheme (the Company will match employee contributions up to a maximum of 6% of basic salary in the first year. Then the scheme becomes optionally non-contributory with employer contributions of 10% leading to 20% based on years' service)
- 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.

To apply:

Please send your CV and cover letter to recruitment@ecctis.com by 5pm on Wednesday 5th March 2025.

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.

Our values in practice:

Respectful: We value differences, treat everyone with respect, and build trust by fostering a fair and inclusive culture.

Ambitious: We are ambitious and enthusiastic in our approach to finding solutions.

Creative: We encourage a balance of bold, creative, and innovative thinking, built on our experience and learnings.

Dynamic: We evolve in our dynamic industry by using our expertise to create opportunities and champion continuous improvement.

Engaging: We grow by engaging professionally and responsibly with each other, by being receptive to feedback, and making space for new ideas.