

Company: ATHE Ltd (Awards for Training & Higher Education)

Job Title: Customer Services Coordinator (Graduate Intern)

Job Type: Full-time Fixed Term - 5 days / 35 hours per week; 12-month appointment with option to extend / make permanent

Salary: £25,750 p.a.

Reports to: Head of Strategic Partnerships & Projects

Place of Work: Norwich head office / Hybrid working

About ATHE

We are an Ofqual regulated awarding organisation based in Norwich with an established international profile, working with over 240 approved centres across 40 countries to complement our strong brand presence in the UK. We offer a diverse portfolio of vocationally orientated and internationally recognised qualifications, approved as progression pathways to degree courses with a wide range of UK and international university partners.

About the Role

The role provides support for ATHE recognised centres in line with ATHE policies and procedures, coordinating activities across ATHE's business areas with particular emphasis on administrative support for Strategic Partnerships & Projects and Qualifications Development products and services.

Working with the Customer Accounts Manager and Customer Services colleagues, the role also coordinates support for centres during initial recognition, when submitting results and learner work for moderation, and on renewal of recognition with associated quality assurance checks.

The role provides an excellent opportunity for a graduate intern to:

- Develop knowledge, understanding, personal and professional skills applied in a business environment
- Develop an understanding of the education sector within the UK and internationally
- Gain valuable experience to enhance educational and career progression.

Candidate Profile

The successful candidate will be:

- comfortable working in a customer-facing role based on experience
- confident, articulate and interpersonally strong
- flexible, adaptable and highly collaborative, a multi-tasker with an eye for detail.

Application Process

Interested candidates should submit their CV together with a covering letter detailing why they believe they will be successful in the role, to Denise Weir, Head of Strategic Partnerships & Projects at ATHE by email at denise.w@athe.co.uk. An informal discussion with Denise about the role can be arranged by calling our office on 01603 760030.

The closing date for receipt of applications is Friday 27th February 2026.