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

Job Title: Customer Services Executive – Qualifications Development

Job Type: Full-time Permanent (5 days / 35 hours per week)

Salary: c. £30,000 p.a. based on experience

Reports to: Head of Qualifications

Place of Work: Norwich head office / GB home-based

About ATHE

We are an Ofqual regulated awarding organisation based in Norwich with an established international profile, working with over 200 approved centres across 35 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

Supporting the Head of Qualifications (HoQ), this is a high-profile external and internal customer-facing role which ensures that all the processes, procedures and systems requirements of the ATHE qualification development function are coordinated effectively and in keeping with Ofqual's Conditions of Recognition.

The role has responsibility for coordinating the development, delivery, and continuous improvement of a portfolio of high-quality qualifications that meet ATHE's strategic aims, customer needs and regulatory requirements.

Candidate Profile

The successful candidate will:

- Have strong interpersonal and communication skills to act as the main point of communication between the qualifications development function and the requirements of external/internal customers.
- Demonstrate sound administrative and systems management skills with experience of successfully applying these in relevant educational contexts.
- Be a team player with effective people management skills, working collaboratively with colleagues and across a network of associates.

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 Simon Richards, Head of Qualifications at ATHE by email at simon.r@athe.co.uk. An informal discussion with Simon about the role can be arranged by calling our office on 01603 760030.

The closing date for receipt of applications is Monday 26th October 2026.