

JOB DESCRIPTION

Job Title	Operations Manager, End Point Assessment
Reports To	Director Qualsafe Awards
Brief Description	
<p>The Operations Manager EPA will oversee the daily operations and effective management of all End Point Assessment activity throughout the business. This includes the management of an operational EPA team and the recruitment, training and coordination of our Independent Assessors to ensure the smooth running of end-to-end processes from registration through to delivery and completion.</p>	
Duties & Responsibilities	
<ul style="list-style-type: none"> • Manage all processes in relation to registration and delivery of EPA, including: <ul style="list-style-type: none"> ○ Set up processes and procedures are in place for each Apprenticeship Standard. ○ Customer on-boarding is managed effectively and ensures all contracts, agreements and policy requirements are met. ○ The EPA booking system is configured to provide a smooth and efficient registration process. ○ Operational policies and procedures are designed, implemented and continuously improved so they remain fit for purpose. ○ Pertinent data, reporting and management information is produced and used to drive operational performance (KPIs). ○ Resources are managed effectively to deliver an efficient EPA service – including forecasting and matching customer need to Assessor availability. • Deliver consistently high levels of customer service. • Work in partnership with colleagues in the Operations, Compliance, Quality Assurance and Qualification Development teams to improve and maintain quality and compliance standards within EPA delivery. • Coordinate the activity of EPAO Independent Assessors, including the delivery of recruitment and induction activity, standardisation events etc. • Manage an operational EPA team covering all aspects of people and performance management. • Evaluate customer, employer, apprentice and Assessor feedback to improve processes, procedures and service standards. • Use technology to facilitate remote assessment (where appropriate). • Liaise closely with the Qualifications Development Team to ensure Assessments remain valid, reliable and are efficient to deliver. • Input to strategy planning to help grow and expand the EPAO. • Keep up to date with apprenticeship industry developments and best practice. 	

Skills, knowledge and behaviours

Essential

- Customer service skills – strives to make things better and easier for the customer.
- People management skills – has managed or supervised at least 1 person or has experience in a coaching role.
- Planning, prioritising and organisational skills – has their ‘finger on the pulse’ at all times.
- Identify, monitor and report on a wide range of key operational performance indicators (KPIs).
- Problem-solving skills, demonstrating a willingness to take ownership of operational issues through to resolution.
- Working with people - able to build and maintain strong relationships with colleagues, customers and stakeholders at all levels, internally and externally.
- Strong Communication skills coupled with good degree of IT literacy – must have experience of a variety of inhouse and external systems.
- Adaptability – adapts and works effectively in a variety of situations, able to work under pressure and manage multiple activities simultaneously.
- Some understanding and knowledge of the apprenticeship and vocational qualification market **or** experience of working with external bodies such as funding agencies, regulatory and/or external quality assurance bodies
- Some understanding of the needs, issues and decision-making processes of quality control and/or compliance in a regulated business environment

Desirable

- Working knowledge of Apprenticeships, in particular End Point Assessments.
- Familiarity with Ofqual conditions.
- Experience of using the SEPA booking platform (or similar).
- A management or coaching qualification.

Qualsafe Values

- **Passionately setting standards** – We are passionate about raising the bar.
- **Customer first** – We strive to make things better and easier for our customers.
- **Do the right thing** – We get the right results the right way, For each other, our community and the world around us.
- **Succeed together** – We celebrate team success by building trust, collaborating and valuing each other.
- **Constant desire to innovate** – We believe in new ideas and making them happen.



All staff are expected to:

- Agree, monitor and manage personal achievements
- Contribute to cross-function projects and issues
- Collaborate positively with colleagues across the businesses
- Achieve KPIs specific to the role