

Job Description

Job Title:	Head of End-Point Assessment Operations
Accountable to:	Chief Executive
Accountable for:	To lead the development, implementation and review of End-Point Assessment systems and processes. To lead and manage the strategic and operational performance of the End-Point Assessment Team, ensuring the successful delivery of the agreed business plan, Key Performance Indicators (KPIs) and objectives, whilst adhering to regulatory compliance and achieving commercial success. To ensure the efficient and effective use of Independent End-Point assessor, Assessment Material Writers (Technical Experts) and other applicable Associates, such as those needed to undertake Internal Quality Assurance, to successfully deliver the expected End-Point Assessment agenda.
Line management:	EPA Manager, EPA Co-ordinator and Associates members
Salary	Starting from £35,000 (Salary commensurate with experience)

We are seeking a Head of End-Point Assessment Operations to provide outstanding management in a busy Awarding Organisation & End-Point Assessment Organisation, one with a wide variety of business and interests. Working closely with the rest of the senior management team, you will be an integral part of Future (Awards & Qualifications) Ltd, ensuring it delivers an outstanding business plan, supporting at all times:

Our Values

“We are a Visionary, Supportive, Innovative and Professional Awarding Organisation that is committed to excellence”

Our Vision

“We envisage a place in which every learner realises their full potential”

Our Mission

“To provide respected and valued qualifications and assessment to enable quality assured learning”

The role is primarily to manage the apprenticeship consultancy & end-point assessment (EPA) services.

Also responsible for collaboratively working with the wider senior management team in the promotion of FutureQuals as the awarding organisation of choice, ensuring effective communication with all stakeholders to promote knowledge and understanding of FutureQuals products and services.

We can offer you a mix of challenges, learning and development opportunities in a dynamic and interesting environment.

Key Accountabilities:

- Implement & manage effective and efficient processes to support the delivery of end-point assessment services to existing and prospective clients.
- Manage and provide first class consultancy services on the wider apprenticeship agenda.

- Manage the Education & Skills Funding Agency Bravo Solutions e-procurement system (RoEPAO), ensuring our existing End-Point Assessment approvals remain fit for purpose and available to our customers and that new applications are submitted in a manner that are highly probable of success.
- To lead the recruitment, approval process and regularly review Independent End-Point Assessors (IEPA) and Independent Lead End-point Assessors (ILEPA); and other necessary Associates, ensuring all those recruited meet the requirements of both the approved Assessment Plan, FutureQuals agreed ways of working and any applicable regulatory requirements laid down on End-Point Assessment Organisations (EPAO).
- Write, maintain, regularly review and support the delivery of all EPA recruitment, training and induction/standardisation programmes.
- Maintain and regularly review EPA conflict of interest declarations, evidence and due diligence of all IEPAs & LIEPAs using systems operated within FutureQuals.
- Ensure and monitor that EPAs are not undertaken prior to the apprentice achieving the Gateway as stated in the approved Assessment Plan by collecting and recording suitable evidence in accordance with agreed ways of working.
- Ensure outcomes of all EPAs are centrally recorded accurately and reported back to employers in accordance with agreed ways of working.
- Ensure the integrity of assessment materials and implement procedures to mitigate risks of breaches.
- Approve any contracted work undertaken by IEPAs, ILEPAs or other Associates in designing Assessment Plan materials in accordance with agreed ways of working.
- Support the registration process of end-point assessment services, working in collaboration with the Head of Business Support & Customer Relations and the wider customer services team.
- Design, implement and manage effective supportive materials & processes to support apprentices and their employers undertaking End-Point Assessments.
- Lead on and prepare for any audits/inspections by regulators and/or External Quality Assurance bodies, ensuring our readiness at all times, liaising with Head of Quality Assurance where necessary, especially in those Standards Externally Quality Assured by Ofqual.
- Support the Head of Business Support & Customer Relations to prepare, develop and present business proposals in new end-point assessment opportunities, along with potential expenditure and income, together with clearly established development timelines, stakeholder engagement/buy-in and approval.
- Work collaboratively, effectively and efficiently with other Senior Management Team members and associated contractors to ensure we deliver a good customer experience and meet the requirements of the FutureQuals Business Plan.

- Ensure compliance of the General Conditions of Recognition (Ofqual) relevant to own area and compliance of other Regulators within the End-Point Assessment agenda such as Institute of Apprenticeships (IFA) & Education & Skills Funding Agency (ESFA).
- Ensure compliance of the Conditions for End-Point Assessment Organisations at all times.
- Develop, implement and manage internal quality assurance mechanisms to continually improve our end-point assessment services.
- Develop, implement and manage evaluation mechanisms with customers and key stakeholders to continually improve our end-point assessment services.
- To scan the horizon and identify changes in EPA regulatory guidelines and its expected compliance for discussion with the wider Senior Management Team.
- Work towards developing and continually improving End-Point Assessment services.
- Work collaboratively with the Head of Business Support & Customer Relations team to build the brand of FutureQuals end-point assessment and consultancy services.
- Build, administer and improve end point assessment process ensuring that services are delivered consistently to employers and in line with the regulatory guidelines.
- To act as a central point of contact for employers interested in end-point assessment services and be an ambassador for FutureQuals.
- Contribute to the long term quality strategy for the business by setting quality goals and objectives to support improvement in End-Point Assessment.
- Responsible for the development of the end-point assessment strategy & operational policies, ensuring that staff and associates understand their application.
- To represent FutureQuals at local, regional & national events.
- To line manage the all those in the Assessment Services Team and Associates, ensuring that individual and Team objectives and workloads are set and monitored; regular appraisals are undertaken and that training and development needs are identified and managed accordingly.
- To assist the Chief Executive and the wider Senior Management Team with the provision of a clean, safe and healthy environment in which to work for all office based staff and external visitors.
- Championing the portfolio, skills and attributes of FutureQuals, representing the company at internal and external meetings, events and conferences to strengthen existing credibility, reputation through effective relationships with stakeholders.
- To work with the Executive Office and wider Senior Management Team to ensure the efficient and effective use of resources in the context of the agreed business plan.
- To update the Senior Management Team on key issues relating to demands for end-point assessment Services; changes required to existing FutureQuals End-Point Assessment services.
- To prepare and provide appropriate, timely and accurate reports to the Executive Office.

- Ensure the Apprenticeships & Assessment Services expenditure is regularly monitored, ensuring that effective financial controls are in place, and maximising use of available resources to prevent budget overspend and most importantly that finances are compliant with regulatory guidelines.
- Work with the wider Senior Management Team to contribute to the annual self-assessment activity for UK Regulators, ensuring the processes and outputs support FutureQuals strategic and business plan.
- To support the wider Customer Relations/Support Team to undertake regular data cleansing.
- Work with the wider Senior Management Team to ensure FutureQuals complies with all UK Regulators and quality standards.
- To undertake any other duties as appropriate to the post as requested by the Executive Office
- Keep abreast of policies and initiatives relevant to apprenticeships & end-point assessment.

Person Specification:

Qualifications (Essential):

- Degree level education, equivalent qualification/experience or higher
- Level 3 Certificate in Assessing Vocational Achievement or its equivalent.
- Level 4 Award in Internal Quality Assurance or its equivalent.

Qualifications (Desirable):

- Level 4 Award in External Quality Assurance or its equivalent.

Background & Experience (Essential):

- Experience in managing the operations of a complex organisation, that includes direct responsibility of rostering and allocations.
- High level knowledge of the Governments Apprenticeships Agenda and their connected organisations such as the Institute for Apprenticeships (IFA) and the Education & Skills Funding Agency (ESFA).
- Experience in apprenticeships and end-point assessment services in a regulatory & commercial environment and with external agencies.
- Commercial awareness – looks for cost improvements for the business, efficient and effective ways of working, understanding costs/revenues.
- Experience of developing new services and providing first class customer relations/support in a commercial context.
- Highly organised, systematic with efficiency and attention to detail.

- Has the ability to develop new and maintain existing professional relationships.
- Has the ability to troubleshoot issues before they become problematic.
- Understands the needs of others, the constraints they face and the levers to their engagement.
- Understands differences, anticipates areas of conflict and takes action where necessary.
- Fosters an environment where others feel respected and can flourish, with the ability to influence, supervise and motivate staff effectively with or without direct line responsibility.
- Identifies opportunities for joint working to minimise duplication and deliver shared goals.
- Confident, reliable and trustworthy.
- Ability to build positive working relationships and work well with colleagues and stakeholders at all levels.
- Innovative, resilient with the ability to cope in high pressure situations and tight deadlines.
- Drive to ensure duties are delivered in accordance with expectations and actions are seen through to completion.
- Responds flexibly to changing circumstances, demonstrating openness to changing work priorities and deadlines.
- Experience of project management, showing strong organisation and prioritisation skills with successful delivery outcomes on time and with resource constraints.
- Demonstrates quality working and attention to detail required in a regulated and commercial environment.
- Travel within the UK on FutureQuals business or stay over in accommodation as the job requires.

Background & Experience (Desirable):

- A high level of competence in the operation of standard office information and communications technology applications including standard Microsoft Office packages including, SharePoint, advanced MS Word and Outlook and intermediate Excel and PowerPoint.
- Sound knowledge of the latest thinking and trends in the use of technology, products and services in delivering end-point assessment.
- Excellent written and verbal English.
- Stays calm in pressurised and demanding situations.
- Experience within a start-up culture and generating new business opportunities.
- Track record of managing, fostering and developing teams.

Apply Now:

To apply, submit your updated CV with a covering letter detailing how you meet the above job description & person specifications to recruitment@futurequals.com. Closing date 17/01/2019.

