



RECRUITMENT PACK

EPA OPERATIONS MANAGER



FutureQuals[®]



01530 836668



info@futurequals.com



futurequals.com



One of the UK's **most progressive** awarding and end-point assessment organisations





Role Purpose

To manage and oversee the daily operations and effective management of independent End-point Assessments.

Ensuring policies, procedures, and practices within their portfolio are well managed, monitored and continually improved.

Location

Coalville, Leicestershire

Salary

£26,000-£30,000 depending on experience



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JOB DESCRIPTION

Key Responsibilities

- Manage all processes connected with the registration, reservation, and delivery of End-point Assessments.
- Ensure excellent customer service standards are always delivered.
- Ensure systems and processes are functioning effectively and efficiently to deliver outstanding EPA services.
- Provide high quality account management services and Customer Support to our stakeholders.
- Manage the development needs of independent End-point Assessors.
- Ensure that selection, recruitment, induction, and training are well planned, delivered and monitored.
- Deliver induction, training, and standardisation events.
- Lead meetings and plan development activities for the associate team members.
- Manage feedback mechanisms to continually improve products and services.
- Support development of new End-point Assessments/ products for existing and new End-point Assessment offer.
- Support quality assurance and improvement activities.
- Support improvement in materials connected with End-point Assessment, such as guidance notes for End-point Assessors, guidance, and support for customers and for IQAs.
- Make use of other technologies such as online testing systems, and online forms to improve and enhance End-point Assessment materials.
- Work effectively and efficiently with team members, other departments.
- Champion the portfolio, skills, and attributes of FutureQuals
- Carry out any other duties as are within the scope, spirit and purpose of the job as requested.

PERSON SPECIFICATION



Values

Visionary

Supportive

Innovative

Professional

Essential Qualifications, Knowledge and Experience

- Highly analytical and process-driven
- Highly IT literate
- Strong verbal and written communication
- Experience of working and communicating with senior stakeholders
- Knowledge of professional business environment

Desirable Qualifications, Knowledge and Experience

- Relevant degree or equivalent
- General management qualification
- Experience of working in a regulated awarding body/organisation
- Knowledge and experience of education environment
- Knowledge and experience of assessment methodologies
- Proven ability to operate as an effective tactical, strategic thinker and planner
- Successful project management experience
- Knowledge of quality systems and processes
- Financial management experience, including managing budgets
- Experience of working in a regulated environment
- Proven leadership and people management skills, including excellent interpersonal and mentoring skills

Essential Skills and Abilities

- MS Office Word - Intermediate
- MS Office Excel - Intermediate
- MS Outlook - Intermediate
- Teams - Basic
- Zoom - Basic

Desirable Skills and Abilities

- MS Office PowerPoint - Intermediate
- SharePoint - Basic
- Sage - Basic
- Digital Forms - Basic



Equality and Diversity



We believe diversity drives innovation and we are striving to build an inclusive culture at all levels of the organisation, where colleagues can learn, develop and thrive. We welcome applications from all sections of the community, regardless of age, race, colour, sex, marital status, religion, ethnic origin, nationality, disability or sexual orientation. Any appointment will be made on merit alone.



How to Apply



In the first instance should you wish to discuss the role further please email EPAO@FutureQuals.com

Applications should be emailed to HR@FutureQuals.com by sending in a CV and covering letter.

Closing date: 18th November 2021
Interviews: 29th November 2021



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