



RECRUITMENT PACK

EPA COORDINATOR



FutureQuals[®]



01530 836662



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futurequals.com



One of the UK's **most progressive** awarding and End-Point Assessment organisations





Role Purpose

This is a key role within the End Point Assessment Organisation (EPAO) to support the EPA Operations Manager in overseeing daily operations and effective end-point assessment (EPAs).

Acting as the main point of contact for all EPA related enquiries, working with new and existing customers and liaising with stakeholders such as internal colleagues, learners, employers and training providers.

Location

EMP House, Coalville

Salary

Up to £19,000-£23,000,
depending on experience



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JOB DESCRIPTION

Key Responsibilities

- Coordinate and execute the day-to-day delivery of our EPA service, handling customer enquiries, processing EPA bookings, coordinating Assessors, schedules, and venues.
- Regularly feedback to the EPA Operations Manager on EPAO policies and procedures in order to improve the smooth delivery of EPAs.
- Support the EPA Operations Manager in providing a high quality of account management and customer support to our customers.
- Support with the day-to-day operational functions working closely with other EPAO team including administrative functions related to EPA operations.
- Support the work required to remain on the Register of End-point Assessment Organisations and EQA bodies.
- Use technology, including SharePoint, forms, secure folders etc. to ensure excellent communication and services internally and externally.
- Champion 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.
- Keep abreast of policies and initiatives relevant to product development.
- Maintain excellent knowledge of both apprenticeship standards and assessment plans as well as sector developments associated with apprenticeships and End-Point Assessment.
- Carry out any other duties as are within the scope, spirit and purpose of the job as requested by the EPA Operations Manager and the Head of EPAO.

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
- Knowledge of professional business environments

Desirable Skills and Abilities

- Relevant degree or equivalent
- General management qualification
- Experience of working in a regulated awarding body / organisation
- Knowledge and experience of apprenticeship end-point assessments
- Knowledge and experience of education environment
- Knowledge and experience of assessment methodologies
- Proven ability to operate as an effective tactical, strategic thinker and planner
- Utilising EPA software systems to manage and implement assessments
- Successful project management experience
- Knowledge and quality systems and processes
- Experience of working in a regulated environment
- Experience of working and communicating with senior stakeholders
- Experience of supporting and mentoring junior team members including excellent interpersonal skills

ICT Competency Profile

- MS Office Programmes- Intermediate (Essential)
- Survey Software- Basic (Desirable)
- Online Meeting Software (E.g. Zoom)- Basic (Desirable)
- SharePoint- Basic (Desirable)

FutureQuals provides training for all other bespoke IT systems



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, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Any appointment will be made on merit alone.



How to Apply



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

Closing date: 3rd April
Interviews: 11th April



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