



RECRUITMENT PACK

EPA OPERATIONS COORDINATOR



FutureQuals[®]



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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 management of our associate teams in delivering independent End-point Assessment (EPA)s.

The successful candidate will coordinate key EPA practices and support the needs of the EPA Operations Manager with their portfolio which includes ensuring that policies, procedures, and practices managed, monitored, and continually improved.

The role will also involve supporting the EPA Operations Manager and Head of EPAO respectively, by ensuring that the FutureQuals EPA offer is of a high standard through the reviewing of processes, practices, and engagement with key stakeholders.

As someone who has strong internal and external customer service and communication skills you will act as the main point of contact for all EPA related enquiries, working with new and existing customers and liaise with stakeholders such as internal colleagues, learners, employers, and training providers.

You will have exceptional diary management and organisation skills and ensure the delivery of robust and compliant End-point Assessments.

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

Location

Coalville - Leicestershire.

Salary

£19,000- £21,000 per annum



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JOB DESCRIPTION



Key Responsibilities

- Coordinate all processes connected with the smooth registration, reservation and delivery of End-point Assessments based on the requirements of the EPA Operations Manager and support them in identifying recommendations for improvements.
- Work with the EPAO team to ensure that systems and processes are functioning effectively and efficiently to deliver outstanding EPA services.
- Identify and engage with potential independent end-point assessors and Sector/Specialist Advisors based on assessment needs.
- Manage communications with both Training Providers and Employers in relation to assessment scheduling, outcomes and issuing of results in a timely manner.
- Provide excellent customer support for learners, training providers and associate team members.
- Support the EPA Operations Manager in providing a high quality of account management and customer support to our clients.
- Support with the day-to-day operational functions working closely with other EPAO team members including administrative functions related to EPA operation.
- Provide support and assist the development needs of the associate team members that deliver independent End-point Assessment.
- Manage the caseload and assessment allocations of a bank of Assessors, Sector/Specialist Advisors and IQAs.
- Deliver induction, training, and standardisation events, along with other key roles of the EPAO to existing and new associate team members.
- Deliver induction training to new and existing clients on our operating systems.
- Plan and support with the delivery of development activities for the associate team members.
- Support with review processes of all practices and procedures, including monitoring, maintaining documentation, and reporting outcomes to the Head of EPAO.
- Produce periodic reports for both internal and external customers.
- Provide support at key internal team meetings including taking minutes.
- Support the work required to remain on the Register of End-point Assessment Organisations.
- Support the work required to meet the requirements of the EQA Framework/EQA.
- 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 technologies including online testing systems, SharePoint, forms, secure folders to ensure excellent communication and services internally and externally and improve and enhance End-point Assessment materials.
- Work effectively and efficiently with team members, other departments, and associated team members to ensure we deliver a good customer experience, achieve product revenue targets, and upskill, showcase and celebrate End-Point Assessment.
- 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.
- Maintain excellent knowledge of both apprenticeship standards and assessment plans as well as sector developments and policies 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 Qualifications, Knowledge and Experience

- 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

Essential Skills and Abilities

- MS Office Word - Intermediate
- MS Office Excel - Intermediate
- MS Outlook - Intermediate
- Online meeting software - Basic

Desirable Skills and Abilities

- Sage - Basic
- SharePoint - Basic
- PowerPoint - Intermediate
- Polling apps - 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: 6th January 2022

Interviews: 13th January 2022



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