

BISHOP GROSSETESTE UNIVERSITY

JOB DESCRIPTION

Title: BG End Point Assessment - Centre Manager

Grade: 6

Responsible to: Partnerships Development Manager

Job Summary

This is a pivotal role leading the development and support of the Bishop Grosseteste University (BGU) End Point Assessment (EPA) activities. The role holds overall responsibility for the management of BG End Point Assessment activities including, responsibility for the recruitment, training, performance and management of a delivery team including Independent End Point Assessors alongside securing and retaining relationships with employers and training providers for the provision of end point assessment activities.

This role will drive forwards the University in this next phase within its response to the Apprenticeship reforms and as such a core focus of the role lies within the securing approvals and then going compliance with the Conditions of Recognition and ESFA EPAO registration, or other such criteria, as required by the regulators.

The successful post-holder will bring significant sector knowledge of apprenticeship reforms, end point assessment practices and quality assurance alongside regulatory understanding. The Centre Manager will understand the whole apprentice life cycle with a particular focus on the post gateway activities.

The role will have management responsibility for three team members: Assurance and Delivery Officer, Engagement Officer and the Administration and Events Coordinator and will manage project staff focused on assessment instrument development and Assessor/IQA training.

Detailed Responsibilities

1. Working closely with the Partnerships Development Manager and BGUs Responsible Officer to secure required approvals and then ensure compliance with the Conditions of Recognition and ESFA EPAO Registration, or other such criteria, as required by the regulators
2. Working closely with the Partnerships Development Manager to develop, implement and monitor BG End Point Assessment processes / procedures - ensuring all are fit for purpose and fully compliant with regulatory requirements and industry norms.
3. Overall operational ownership and on-going monitoring of the delivery, engagement and administration staff.
4. Setting the standard for recruitment, on boarding and standardisation training across each applicable sector(s)/apprenticeship standard(s)

5. Ensure consistency is achieved across all Apprenticeship Standards, including reporting, monitoring, judgement and evaluation of each component of assessment
6. Implement and review systems / processes for monitoring / moderation / sampling which meet quality agenda and support regulatory compliance.
7. Reporting to appropriate external stakeholders as and when required (e.g. Ofqual, ESFA, IFATE).
8. Manage all standardisation events including delivery of presentations, activities and follow up activities
9. Deliver high quality presentations and pitches as required
10. Ensure all BG End Point Assessment activities take place in a timely manner and within agreed budget parameters whilst embedding quality assurance into all activity, across all working practices and business processes. Manage allocated budgets producing accurate and timely reports – seeking efficiencies wherever possible
11. Work with the Partnerships Development Manager to develop and then implement a plan that supports planned business growth, prioritising BG End Point Assessment activity and resources as appropriate
12. Implement and monitor the day-to-day EPA processes / procedures,
 - a. ensuring all are fit for purpose and compliant with regulatory requirements and
 - b. recognised good practice
13. Ensure that all data held is up-to-date and compliant with appropriate legal and regulatory requirements
14. Implement, measure and monitor key EPA activities, putting in place mitigation and rectification measures as and when applicable
15. Review feedback from stakeholders to inform quality assurance enhancements and improvements to service delivery
16. Attend client review meetings where applicable, supporting the wider team in improving customer experience
17. Coach & Mentor BG End Point Assessment managers and team members within the department, ensuring that BGUs behaviours and values are consistently upheld
18. Manage team performance against set KPIs, ensuring that service level agreements are consistently achieved
19. Empower BG End Point Assessment team members and managers to efficiently manage resource within their teams or areas of responsibility in order to improve performance and reduce operating costs

20. Attend industry events/conferences and sector forums as appropriate to build up market and sector intelligence to inform development of best in class quality assurance, assessor training, strategy, policies and processes
21. Attend appropriate training and staff development sessions and participate in an annual appraisal process.
22. Comply with the University's Health and Safety Policy, legislation and practice.
23. Undertake any other duties as may reasonably be required, including administrative duties appropriate to the role.
24. Operate within the guidelines, procedures and regulations of Bishop Grosseteste University.
25. Operate within the University's Financial Regulations, Diversity and Equality Policy, Race Equality Policy and other relevant policies.
26. Any other duties as are in the scope of the spirit of the job purpose and job title of this role

Conflicts of Interest

BG End Point Assessment is subject to regulatory requirements, one of which lays out the responsibilities of the organisation in relation to identifying and managing Conflicts of Interest. It is a requirement that all members of staff with responsibilities linked to EPA or apprenticeship delivery within BGU sign a declaration around Conflict of Interest. They are responsible for informing their manager of any potential or actual conflicts of interest that may occur whilst employed by BGU.

Person Specification – BG End Point Assessment - Centre Manager

| | Essential | Desirable |
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| Education / Qualifications and Special Training | <p>Educated to at least Level 3 including A-Level, Btec, NVQ or equivalent relevant experience.</p> <p>Assessor Qualified (A1, D32/33 or equivalent)</p> <p>IQA Qualified (V1 or equivalent)</p> <p>GCSE English and Maths at Grade C or equivalent</p> | <p>Educated to degree standard or above</p> <p>Management Qualification</p> |
| Knowledge and Skills | <p>Extensive knowledge of apprenticeships and recent reforms</p> <p>Extensive understand of and can demonstrate knowledge of End-Point Assessment</p> <p>Experienced in integrating people, process and system change; working on significant business change initiatives</p> <p>Understand and can demonstrate the development and/or implemented a quality assurance function that delivered consistently, ensuring improved quality output</p> <p>Highly proficient IT skills including MS Word, Excel and Access.</p> <p>Excellent written communication skills including the ability to produce accurate and concise reports.</p> <p>Excellent verbal communication skills to support regular public speaking and presentation activities to small and large groups</p> <p>Very effective office and administration skills including preparation of correspondence, handling enquiries, managing meeting arrangements, taking minutes and production of reports.</p> <p>Ability to successfully organise self and others.</p> | <p>Knowledge of Ofqual regulatory compliance</p> <p>Knowledge of ESFA Funding for apprenticeships</p> <p>Experience in managing remote teams</p> |

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| | Ability to maintain accuracy under pressure and work to tight deadlines. | |
| Experience | <p>Experience of providing high quality administrative support in a busy office environment.</p> <p>Experience of chairing a range of committees or groups and taking responsibility for identified actions.</p> <p>Experience of working within work based learning, further or higher education and using related systems and processes.</p> <p>Experience of assessment, quality assurance and work based learning within further or higher education.</p> | <p>Held management roles; also experienced as a team member; controlled resources including budgets, processes and services in a regulated organisation, that have experienced significant change</p> <p>Participated in business change initiatives; held lead & influential roles</p> |
| Personal Attributes | <p>Self-motivated and conscientious with an enthusiastic and highly professional approach to work.</p> <p>Methodical approach, with an eye for detail and accuracy.</p> <p>Approachable, customer oriented approach to work and supporting a range of clients.</p> <p>Ability to contribute within a team and to work independently using own initiative.</p> <p>Ability to work under pressure.</p> <p>Willing to undertake training as required, in line with the scope of the role as outlined.</p> <p>Committed to contributing to the overall success of Bishop Grosseteste University.</p> | |