

**BISHOP GROSSETESTE UNIVERSITY**  
**JOB DESCRIPTION**

**Title:** EPAO (End Point Assessment Office) Administration Officer

**Grade:** SPS Grade 4

**Responsible to:** BG End Point Assessment – Centre Manager

**Job Summary**

The BG End Point Assessment Administration Officer will provide a range of professional services to BG End Point Assessment- Centre Manager and support the achievement of the Centre's strategic and operational goals, in line with the University Strategy.

In addition, the BG End Point Assessment Administration Officer will take specific responsibility in the areas of Event management, appeals, and complaints, providing high-level administrative and advisory support as required.

**Detailed Responsibilities**

1. Act as a main point of contact for the BG End Point Assessment Centre, liaising with a wide range of internal and external stakeholder groups and taking prompt and effective action as required.
2. Support the work of the BG End Point Assessment- Centre Manager, providing a range of professional administrative support including managing meeting arrangements and attendance, producing documentation, preparing and managing correspondence, handling queries and enquiries and liaising with outside agencies such as the Ofqual, ESFA, apprenticeship delivery organisations and other apprenticeship quality institutions as required.
3. Proactively develop and implement systems to ensure high standards of service are maintained at all times, including systems to ensure accuracy, confidentiality, reliability and timeliness of service.
4. Ensure that BG End Point Assessment committees, working groups and other meetings are professionally serviced and minuted in line with current Regulations, guidance and Codes of Practice
5. Ensure that the BG End Point Assessment annual schedule of examinations, standardisation, IQA meetings and other panels are professionally arranged and serviced, in line with current Regulations, guidance and Codes of Practice.
6. Assist in a range of professional administration relating to the University's partners, including enrolment registration and gateway approval of learners, handling enquiries and managing correspondence where appropriate.
7. Act as a main point of contact for Extenuating Circumstances, including taking

responsibility for the development and maintenance of the learner systems);  
managing the receipt, distribution and responses of extenuating circumstances  
applications, monitoring and providing statistical data as required.

8. Undertake cross-institutional project work in support of End Point assessment responsibilities for learner and contract administration, including undertaking research, producing reports, assisting in preparation for audits and reviews and providing other professional administrative support as required.
9. Assist in the management and interpretation of learner data and work closely with other members of BG End Point Assessment to provide expert advice and support to other departments and undertake other appropriate tasks related to the business of EPAAs required.
10. Attend appropriate training and staff development sessions and participate in an annual appraisal process.
11. Comply with the University's Health and Safety Policy, legislation and practice.
12. Maintain professional standards in relations, including non-discriminatory practices.
13. Operate within the guidelines, procedures and regulations of Bishop Grosseteste University
14. Undertake any other duties as may reasonably be required, including administrative duties appropriate to the role.
15. Operate within the University's Financial Regulations, Diversity and Equality Policy, Race Equality Policy and other relevant policies

### **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**  
**EPAO (End Point Assessment Office) Administration Officer**

	<b>Core</b>	<b>Supplementary</b>
<b>Education / Qualifications and Special Training</b>	Educated to A-Level or NVQ3 or equivalent relevant experience.	Educated to degree level or equivalent relevant experience.
<b>Knowledge and Skills</b>	<p>Highly proficient IT skills including MS Word, Excel and Access.</p> <p>Excellent communication skills including a high standard of written and oral communication skills and the ability to produce accurate and concise minutes.</p> <p>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>Ability to plan and prioritise own work to achieve agreed standards.</p> <p>Ability to maintain accuracy under pressure and work to tight deadlines</p>	<p>Working knowledge of Higher Education and related procedures and systems.</p> <p>Working knowledge of role of End Point Assessment</p>
<b>Experience</b>	<p>Experience of providing high level administrative support in a busy environment</p> <p>Experience of servicing a range of committees and taking highly-accurate minutes and notes.</p>	<p>Experience of working within a Further or Higher Education and using related systems and processes</p> <p>Experience of apprenticeship quality assurance and enhancement within Further or Higher</p>

		Education
<p><b>Personal Attributes</b></p>	<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>Willing to undertake additional training as required in line with the scope of the role as outlined.</p> <p>Committed to contributing to overall success of Bishop Grosseteste University</p>	