

BISHOP GROSSETESTE UNIVERSITY

JOB DESCRIPTION

Title of Post: BG End Point Assessment – Assurance and Delivery Officer

Grade: 5

Responsible to: BG End Point Assessment – Centre Manager

Job summary:

To work within the Centre Manager to develop and co-ordinate all assurance and delivery activities. BG End Point Assessment will deliver activities across England to support Apprenticeships within a range of sectors. The Assurance and Delivery Officer role sits at the core of the team and will ensure that the services offered are compliant with all regulatory requirements whilst delivering a high quality End Point Assessment (EPA) Service. The Assurance and Delivery Officer will also support the Engagement Officer in the recruitment of Independent End Point Assessors (IEPAs) and Internal Quality Assurance (IQA) team members drawn from sector specialists across England.

The role is vital for the effective delivery of high quality End Point Assessment (EPAs) and will require the post holder to apply a high standard oversight to activities to ensure compliance within all activities. The role also requires coordination of all delivery activities including the deployment of EPAs and IQAs.

Detailed responsibilities:

1. Act as a main point of contact for all regulatory bodies, including but not exclusively, Ofqual and the Institute for Apprenticeships and Technical Education or other nominated EQA organisation
2. Manage and oversee the development and implementation of assurance processes for all activities delivered by the BG End Point Assessment
3. Manage all conflict of interests within BG End Point Assessment, including but not exclusively, in relation to IEPA activity
4. Set the overall standards for delivery of assessment services across the EPAO including monitoring service levels; pre-empt changes in customers' needs and anticipate future requirements; maintain overall quality balancing different demands; ensure others have the support they need to provide quality service and fulfil their role

5. Manage and oversee compliance with Educational Skills Funding Agency (ESFA) requirements / funding rules for all activities delivered by the BG End Point Assessment
6. Work with the Engagement Officer to proactively develop and implement strategies to ensure the recruitment of high quality IEPAs and IQAs in line with the requirements of each standard
7. Manage the ongoing training and standardisation of all IEPA and IQA team members and ensure that the process delivers a high quality assured service across all standards.
8. Manage the deployment of IEPAs and IQAs to meet the service needs of all EPA activities. During these activities the post holder will ensure high standards of service are maintained at all times, including systems to ensure accuracy, confidentiality, reliability and timeliness of service whilst ensuring best value for money
9. Manage the BG End Point Assessment complaints and appeals processes and ensure the appropriate actions are taken and panels are convened as appropriate
10. Manage the tracking and recording of quality assurance processes for all end point assessments
11. Identify sector needs for future EPA services and work with the Centre Manager to develop services to meet this need
12. Manage and coordinate the completion of all assessment records ensuring regulatory compliance and funding requirements are adhered to at all times
13. Ensure delivery of service level agreements for all BG End Point Assessment services
14. Attend and contribute to BG End Point Assessment committees, working groups and other meetings are supported in line with current regulations, guidance and codes of practice and any other groups as required.
15. Contribute to the ongoing maintenance of physical records and ensure information is readily retrievable and available for use by internal staff and internal / external audit
16. Management of student data and work closely with other teams to provide expert advice and support and undertake other appropriate tasks related to the business of the apprenticeships provision as required.

17. Resolve problems where there is a mass of information or diverse, partial and conflicting data, with a range of potential options available including applying creativity to devise varied solutions, approaching the problem from different perspectives
18. Initiate solutions which take into account strategic implications for the institution and which do not limit future choices
19. Significant participation in and initiation of networking groups across a wide range of sectors including chairing internal and external committees and groups as required
20. There will be a need to influence events or decisions including undertaking active collaboration to pursue a shared interest
21. At the core of the role is the requirement to build the organisational reputation including marketing the EPAO brand, advancing the offer, influencing external developments and generating income and benefits for the institution as a whole
22. Collation and presentation of reports draw from internal and external data sources
23. 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
24. Attend appropriate training and staff development sessions and participate in an annual appraisal process.
25. Comply with the University's Health and Safety Policy, legislation and practice.
26. Undertake any other duties as may reasonably be required, including administrative duties appropriate to the role.
27. Operate within the guidelines, procedures and regulations of Bishop Grosseteste University.
28. Operate within the University's Financial Regulations, Diversity and Equality Policy, Race Equality Policy and other relevant policies.
29. 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 - Assurance and Delivery Officer

| | Core | Supplementary |
|---|---|---|
| Education/ Qualifications and Special Training | <p>Educated to Level 3 including A-Level, Btec, NVQ or equivalent relevant experience</p> <p>GCSE English and Maths at Grade C or equivalent</p> | <p>Good honours degree or equivalent/experience of higher education</p> <p>ECDL/ Functional Skills ICT or similar</p> |
| Knowledge and Skills | <p>Excellent IT skills (especially word, excel, databases)</p> <p>Excellent customer service skills including phone and face to face.</p> <p>High level office skills including preparation of correspondence and other documents, filing, record keeping, etc.</p> <p>Excellent verbal communication skills to support public speaking and presentation activities to small and large groups</p> <p>Excellent communication skills to facilitate effective stakeholder engagement via phone, email or in person with a variety of audiences.</p> | |
| Experience | <p>Experience of keeping careful accurate records</p> <p>Experience of liaising with a variety of contacts in a range of organisations.</p> | <p>Experience of working in work based learning, Further Education or Higher Education</p> <p>Experience of budget management</p> <p>Experience of event organisation</p> <p>Experience of travel and accommodation booking</p> |

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| Personal Attributes | <p>Conscientious, enthusiastic, well-organised, methodical and self-motivated</p> <p>Flexibility in approach to work as there are some weekend and evening work.</p> <p>Driven to meet and exceed targets including ability to adapt workloads and priorities in line with business demands</p> | |
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