

BISHOP GROSSETESTE UNIVERSITY

JOB DESCRIPTION

Title of Post: EPAO Business Development Officer (Fixed-term)

Grade: 5

Responsible to: EPAO Manager

Job summary:

Awarding UK is the End-Point Assessment service based within Bishop Grosseteste university. Awarding UK end-point assessment will deliver activities across England to support apprenticeships within a range of sectors. The EPAO Business Development Officer will work with the EPAO Manager to develop and co-ordinate all business development activities associated with end-point assessment.

The Business Development Officer role sits at the core of the team and will ensure that Training Providers and Employers are aware of, and engage with, the end-point assessment (EPA) services offered. The Engagement Officer will also support 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 EPAs and will require the post holder to demonstrate a high standard of initiative, negotiation, communication and engagement skills.

Detailed responsibilities:

1. Act as a main point of contact for Employer and Training Provider enquiries regarding EPAs. This will include a wide range of internal and external stakeholder groups and taking prompt and effective action as required
2. Proactively develop and implement business development activities aimed at securing Awarding UK contracts with a wide range of Training Providers and Employers across England, for all standards offered by Awarding UK end-point assessment
3. Generate new contacts and leads with organisations, to cultivate sustainable relationships in support of apprenticeship provision and services. 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
4. Contribute to building 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
5. Identify sector needs for future EPA services and work with the EPAO Manager to develop services to meet this need
6. Manage and coordinate the completion and recording of all agreements, including finance arrangements for the delivery of EPA activity, ensuring compliance and funding

requirements are adhered to at all times

7. Manage the development and delivery of service level agreements for all BG end-point assessment services
8. Support the Assurance and Delivery Officer in gathering and analysing feedback to support continual improvement of services
9. Work with the EPAO Manager to develop and implement strategies to ensure the recruitment of high-quality Independent End Point Assessors (IEPAs) and Internal Quality Assurers (IQAs) in line with the requirements of each standard within BG end-point assessment portfolio
10. Attend and contribute to BG end-point assessment committees, working groups and other meetings as required, in line with current regulations, guidance and codes of practice
11. Contribute to the ongoing maintenance of records and ensure information is readily retrievable and available for use by internal staff and internal / external audit
12. Assist in the management of Learner data and work closely with other teams to provide expert advice and support
13. Collate and present reports drawn from internal and external data sources
14. Attend industry events/conferences and sector forums, building up market and sector intelligence to inform development of business and services
15. Attend appropriate training and staff development sessions and participate in an annual appraisal process
16. Comply with the University's Health and Safety Policy, legislation and practice
17. Undertake any other duties as may reasonably be required, including administrative duties appropriate to the role
18. Operate within the guidelines, procedures and regulations of Bishop Grosseteste University
19. Operate within the University's Financial Regulations, Diversity and Equality Policy, Race Equality Policy and other relevant policies
20. 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 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 Business Development 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>Ability to develop and maintain a wide stakeholder network</p> <p>Excellent customer service skills including phone and face to face</p> <p>Excellent communication skills to facilitate effective stakeholder engagement via phone, email or in person, with a variety of audiences</p> <p>Excellent verbal communication skills to support public speaking and presentation activities to small and large groups</p> <p>Excellent IT skills (especially Word and Excel)</p> <p>Comfortable using social media (e.g. Twitter, Linked In) as a promotional tool</p> <p>High level office skills including preparation of correspondence and other documents, filing, record keeping, etc.</p>	<p>Understanding of apprenticeships, and end-point assessment in particular</p> <p>Knowledge of the Education and Childcare sectors</p>
Experience	<p>Experience of B2B business development and sales</p> <p>Experience of liaising with a variety of contacts in a range of organisations</p> <p>Experience of keeping careful accurate records</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>

Personal Attributes	<p>Conscientious, enthusiastic, pro-active, well-organised, methodical and self-motivated</p> <p>Flexible in approach to work, with some weekend and evening work</p> <p>Ability to work on own initiative, based on business demands</p> <p>Driven to meet and exceed targets including ability to adapt workloads and priorities in line with business demands</p> <p>Ability to manage diary and appointments for significant amounts of off-site working</p>	
Other	<p>Must be able to drive, or access transportation that allows national travel for a significant part of the role</p>	