

## Role Profile & Person Specification

<b>Job Title:</b>	End Point Assessment Manager
<b>Department:</b>	IMI Assessment Services
<b>Location:</b>	Remote Based
<b>Role reports to:</b>	Head of Assessment Services

### Role Profile

#### Purpose of Role

To manage a range of End Point Assessors and associated Assessment Staff, some through individual contracts and others through associated partners via service level agreements (SLA), to ensure that End Point Assessments (EPA) are delivered to the required quality levels, detailed by the Institute for Apprenticeships & Technical Education (IFATE) and appointed External Quality Assurer, relevant to each Apprenticeship Standard. Ensuring all associated compliance is maintained at all centres.

To liaise with key internal stakeholders, including, but not restricted to: IMI EPA Administration Manager, Lead End Point Assessor, Lead EPA Moderator, EPA Co-ordinator, IMI External Quality Assurance, Compliance and Regulation, IMI Business Development, IMI Product Development and IMI Membership and Professional Recognition Teams to plan and appoint suitable levels of EPA resource to cope with future demand, ensuring all assessors are signed up to the relevant contract or SLA.

To work closely with the IMI MARCOMMS Team to ensure IMI End Point Assessment Services are communicated to the sector and delivery partners, supporting the IMI in being the preferred EPAO provider for the motor industry.

To liaise with IMI Centre management teams to maintain positive relationships and promote/secure current and future agreements or contracts.

#### Key Responsibilities:

##### ***Managing EPA Assessment Scheduling and Delivery 80%***

- Work with the Business Development Team, ensuring all centres and customers receive the relevant information, to support the application and approval process, including registering apprentices for IMI EPA services.
- Work with the EPA Administration Team, ensuring all centres have signed EPA contracts for the Apprenticeship Standards for which they are engaged with the IMI.
- Manage, monitor and support the EPA assessor facilitation of assessments, ensuring all Assessment Plan and EQAP requirements are applied and maintained.
- Manage, monitor and allocate all necessary IQA and Moderation requirements relating to End Point Assessments as required by EQAP and Assessment Plan.
- Manage EPA Assessments in line with agreed targets/budget, ensuring assessors and assessment related resources and personnel are allocated, whilst managing any conflict of interest.

- Manage future EPA resource requirements by reviewing relevant data, identifying where there are gaps in assessor, moderator and assessment staff resources, carry out required selection and appointment activities.
- Work with IFATE, all internal departments and Centres, to support ongoing design and development of Apprenticeship Standards.
- Work with the Product Development Team ensuring all EPA products are ready and up to date, in line with IFATE and any associated EQAP requirements. Including tests, assessment documentation, moderation processes and certificate claim processes.
- Support the External Quality Managers (EQM), by working with approved centres and EPA Assessors, to ensure all EPA events are delivered in line with the EPA Contracts. Including Assessment, EQA (internal and External) and Moderation activities aligned to the IMI EPA Moderation IQA strategy.
- Work with the MARCOMMS Team, ensuring all support documentation is available for existing and potential customers to receive an excellent customer journey.
- Work with the Finance Team to ensure all centres are invoiced correctly for the services provided and contracted solutions are paid in line with agreements.
- Liaise with EQAP organisations, regarding any issues with delivery associated with risk assessment of centres, ensuring any additional costs are invoiced to IMI Centres as required.
- Work with the Lead End Point Assessors (LEPA) to ensure standardisation activities are carried out with EPA Assessors, Moderators and other staff as required by the IFATE and EQAP organisations.
- Work with the MARCOMMS team to communicate EPA updates and success stories, supporting the IMI becoming the first choice EPAO provider for the motor industry.

***Supporting EPA Assessment Services Systems (10%)***

- Work with IT Team and suppliers to ensure system development is maintained.
- Provide advice and guidance on EPA Assessment Services' systems (e.g. Creatio, Centres Hub, eLogBook, SEPA etc.) to internal and external customers.
- Suggest system changes to help streamline EPA Assessment Services' processes.
- Conduct/support project management of identified systems to enhance EPA activities and wider IMI requirements.

***Supporting the Department (10%)***

- Support future applications for EPAO approval.
- Develop processes for EPA Assessment activities and EPA applications with IMI Centres.
- Handle any complaints/appeals in line with IMI Complaints Procedure and process.
- Assist in the review and development of EPA Assessment Services' processes.
- Attend meetings with the regulators and other external organisations as required.
- Deputise for the Head of Department as required.

**Key Performance Indicators:**

- As directed by current business objectives.
- EPA Services delivered in line with agreed targets and budgets.
- EPA assessments completed within agreed timescales.
- No major non-compliances (sanctions) raised against the IMI EPAO status.
- Actions set by EQA (internal and external) following monitoring visits addressed within timescales agreed.
- IMI achieve IFATE KPI's as an EPAO.

**Key Relationships:**

Internal:

- EPA Administration Manager
- Lead End Point Assessors
- Lead EPA Moderator
- IMI EPA Co-ordinator
- EPA Assessors
- BDM's
- EQA's
- All IMI Departments

External:

- IFATE and other government bodies
- External customers, suppliers and partners
- EPA Assessors & Moderators
- IMI Approved Centres
- Employers in the relevant sectors

**Job Context**

- The role holder reports to the Head of Assessment Services.
- The job holder is a Middle Manager.

**Job Dimensions**

People

- Managing performance - Sets clear, measurable individual & team performance goals, monitors and evaluates performance, deals with underperformance, finds solutions to problems that may impact performance.
- Training & development - Pro-actively identifies training opportunities for self and others, develops individual/team skills through relevant assignments.
- Coaching - Helps others to advance their skills by effective questioning and guidance to reach an appropriate solution or action.
- Team building - Responds constructively to others' ideas and suggestions and encourages active participation and cooperation within the team.

Leadership

- Future planning - Ability to think longer term in-line with business strategy to create effective, meaningful & adaptable action plans.
- Persuading & influencing - can clearly define & communicate the message, listen carefully and respond appropriately across a wide range of people in a variety of situations.
- Change management - Understands the human side of change and knows how to help people deal more effectively with change, maintains commitment and brings people successfully through the change process.
- Operates as a self-sufficient manager with high level of responsibility & authority within role.
- Direct reports – Lead End Point Assessors.
- Proactively identifies how procedures & policies can be adapted to better suit the needs of the organisation.
- Responsible for implementing/delivering relevant parts of business plan/strategy.
- Comprehensive theoretical and practical knowledge required to be effective (usually attained through theoretical training or built up over several years of experience).
- Communication involves high level of negotiation/persuasion or advising/guiding/influencing using specialist knowledge.

**Authority Level:**

- Financial - Approve/re-approve centres (or otherwise).
- Operational - Issue/remove SLA's or contracts with suppliers. Authorise expenses in accordance with IMI company policy. Constrained by Company Policies and precedents.

## Person Specification

**Essential Knowledge & Skills**

- Comprehensive and up to date knowledge of the Apprenticeship Standards.
- Knowledge of the IMI's EPA requirements for approved centres.
- Comprehensive and up to date knowledge of Apprenticeship funding.
- Ability to negotiate with suppliers.
- Ability to plan activity and manage time effectively.
- Ability to manage business relationships and teams effectively.
- I.T./systems literacy including familiarity with database.
- Excellent customer service/communication.
- Presentation skills.
- Ability to produce legible and accurate reports.
- Ability to communicate with all personnel effectively and professionally.

**Desirable Knowledge & Skills**

- Apprenticeship Standard development.
- Apprenticeship Assessments.
- Data analysis.
- Education sector.
- Automotive sector.

**Required Competences**

- Ability to plan activity and manage time effectively.
- Ability to make decisions based on limited or changing information.
- Analytical and self-motivated approach with the ability to work independently.
- Ability to present sessions on EPA Assessment Services.
- Ability to produce accurate records and reports.
- Customer focussed.
- Accuracy and attention to detail in all work areas.
- Frequent visits to centres/external organisations, necessitating overnight stays.
- International travel.
- Travelling distances, times, hotel stays in line with IMI company policies.
- Flexible hours to account for department and centre requirements.
- Full UK driving license.

**Essential Qualifications:**

- Level 5 Management or equivalent experience.
- Appropriate occupational qualifications or relevant experience.

**Other Requirements:**

- Travel to meetings/events in the UK (Possible International travel), sometimes necessitating overnight stays.
- To undertake other tasks to support the business as required.