

## Role Profile & Person Specification

Job Title:	End Point Assessment Administrator
Department:	Membership Products and Services
Location:	Fanshaws
Role reports to:	EPA Administration Manager

### Role Profile

#### Purpose of Role

To provide administration and general support to the EPA team, handle enquires relating to end point assessment activities, efficiently and effectively in line with IMI processes and support the EPA team with tasks and activities, enabling IMI to retain approved EPAO status and ensure successful running of end point assessments.

#### Key Responsibilities:

##### EPA Scheduling and Delivery Administration

**(60%)**

- Work with the End Point Assessment Co-ordinator to process centre approvals and ensure all centres have signed EPA contracts for the Apprenticeship Standards for which they are engaged with the IMI.
- Supply accurate data as required for centre registrations to assist with forecasting EPA delivery requirements and dates and to the End Point Assessment bookings to ensure all centres are invoiced correctly for the services provided.
- Carry out the end to end administration process for End Point Assessment bookings including pre requisite checks for scheduled EPA Assessments in line with assessment plan requirements, and ensuring certificates are claimed as appropriate.
- Support the End Point Assessment Co-ordinator and EPA Managers with potential EPA assessor applications ensuring initial holding responses are sent and applications are filed.
- Support the End Point Assessment Co-ordinator, by working with approved centres and EPA Assessors, to ensure all EPA events are delivered in line with the EPA Contracts. Including Assessment, IMI EQA and Moderation activities.
- Support IMI approved centres with EPA registration and booking system queries for all EPA products.
- Provide administrative support including raising purchase orders and invoices, arranging meetings, monitoring and maintaining EPA enquires via mailboxes etc.

##### Supporting EPA Assessment Services Systems

**(20%)**

- Work with End Point Assessment Co-ordinator and IT Team to ensure EPA booking system is maintained, suggest system changes or updates to help streamline EPA services.
- Support enquiries relating to EPA Assessment Services' systems, including logging and categorising issues.
- Provide advice and guidance on EPA Assessment Services' systems (e.g. SMART EPA, Centres Hub, eLogBook, etc.) to internal and external customers.

##### Administration Support for EPA Accredited Assessor Workshops

**(15%)**

- Deal with initial enquiries for EPA accredited assessor and act as point of contact for all accredited assessor related queries.
- Work with EPA Coordinator to booking external venues if required for workshops

- Complete prerequisite checks for EPA Accredited Assessor workshops.
- Process workshop bookings in line with IMI processes
- Register candidates (where appropriate)
- Ensure all workshops are ready for delivery including pre-event information and any set up of venues.
- Provide required information to Centre Services to ensure successful candidates are claimed and certificated
- Invigilate candidates online tests as and when required which could include the use of remote technology

**Supporting the Department**

**(10%)**

- Provide admin support for future applications for EPAO approval.
- Assist in the review and development of EPA Assessment Services' processes.
- Work with wider Assessment Services team 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
- Customer service standards.

**Key Relationships:**

**Internal:**

- EPA Co-ordinator
- Wider Assessment Services team, Apprenticeship Certification Officers
- Assessment Services Manager
- End Point Assessment Managers
- EPA Assessors
- All IMI Departments

**External:**

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

**Job Context**

- The role is Admin Support Level
- The job holder reports to the EPA Administration Manager
- The job holder is an administrator

**Job Dimensions**

- Organises and prepares documents using templates or information provided by others
- Performs a range of tasks involving established work routines and procedures
- Operates with continual access to guidance and/or supervision
- Re-arranges standardised processes/procedures to improve routines & service
- Routine communication requiring transfer of factual knowledge or explanation

**Authority Level:**

- N/A

## Person Specification

### Essential Knowledge & Skills

- I.T./systems literacy / data entry
- Excellent customer service/communication
- Ability to communicate with all personnel effectively and professionally

### Desirable Knowledge & Skills

- Automotive sector
- Full driving licence

### Required Competences

- Ability to plan activity and manage time effectively
- Ability to follow set processes and procedures
- Self-motivated approach with the ability to work independently and as part of a team
- Accuracy and attention to detail in all work areas

### Essential Qualifications:

- None specified

### Desirable Qualifications

- GCSE or equivalent

### Other Requirements:

- Office Based – Fanshaws
- 20 hours, Monday to Friday