

Job Profile		Senior Independent End Point Assessor	
Directorate:	CCO	Department:	EPA
Job Level:	F	Job Family	Operations
Reports to:	Lead IQA and Q&C Manager	No direct reports:	2
Location:	Home Based	Ref. no.	NCFE0259
Purpose:			
<p>The role of the Senior IEPA involves working accurately within a fast-paced environment as we continue to build and maintain a brand new business. The Senior IEPA will be a sector (standard) specialist and deliver quality assessments and internal quality assurance within a team of Independent End-Point Assessors (IEPAs).</p>			
Financial accountability:	N/A		
Key Stakeholders:	<i>Delivery Manager, Quality & Compliance, Product Development, Relationship Team, ITP's, Employers and Apprentices</i>		
Key accountabilities and responsibilities:			
<ul style="list-style-type: none"> • Manage and meeting operational performance Service Level Agreements (SLA), whilst demonstrating productivity and efficiency through performance and quality monitoring. • Have a consistent approach to assessment, assessing an apprentice's competence against industry specific standards, using appropriate technology, and providing clear and concise independent feedback • Engage in quality assurance activities to ensure standardisation, in line with the Quality Strategy. • Facilitate the IQA process and support the team of IQAs. • Implement and maintain policies and procedures directly relating to operational delivery • Drive the customer service, focus and retention, feeding back from customers to identify trends, potential risks, issues, or complaints to the Operations & Quality Improvement Team • Identify and escalate potential breach of security or compliance to the compliance team • Maintain a strong and broad understanding of regulatory and compliance requirements • Support the development and maintenance of quality resources, working collaboratively with the Product, Compliance and Delivery/Operational Teams • Maintain and provide evidence of relevant Continuous Professional Development (CPD) to ensure ongoing industry currency and competence meets assessment plan requirements • Facilitate a consistent approach to assessment delivery and quality assurance to ensure standardisation, including implementing quality activities in line with the Quality Strategy • Monitor assessment performance against quality measures, identifying performance trends, sharing best practice, and implementing improvement plans, where required, in liaison with the DM. • Facilitate inductions of new IEPAs, completing mentoring programme, supporting the buddies of new staff and giving ongoing support to the team and Quality & Compliance Champions • Facilitate regular standard specific standardisation meetings in conjunction with specific Quality & Compliance Champions • Cover for Delivery Manager as and when appropriate • Contribute to the annual Self-Assessment Review (SAR) and Quality Improvement Plan (QIP). 			
<p><i>This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare any cautions, convictions, reprimands, and final warnings that are not protected (i.e., that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013)</i></p>			
Experience, knowledge, skills, and competencies:			
Essential		Desirable	
<ul style="list-style-type: none"> • A minimum of 1 year management experience • Experience of leading and developing a team 		<ul style="list-style-type: none"> • An understanding of Ofqual requirements and any other regulators including industry bodies 	

- Competent in all Standards / qualifications - Business and Employability
- At least 3 year's assessing experience
- At least 2 year's IQA experience
- Occupational competency in relevant vocational sector, with a minimum of 3 years' relevant occupational experience or professional
- Qualification higher than the level of apprenticeship being assessed
- Experience of producing clear, accurate and concise written reports
- A driving licence and have flexibility to travel across your area
- Where appropriate, enhanced DBS in place.
- Educated to GCSE maths/English grade C and above (or equivalent qualification)
- Relevant assessor qualification
- Relevant IQA qualification

Values & Behaviours:

Value:

Invested in the learner

Behaviours:

Accountable

Collaborative

Value:

Involved in the solution

Behaviours:

Respectful

Courageous

Value:

Inspired by the impact

Behaviours:

Insightful

Purposeful