

Job Description: End-Point Assessment Officer Team Leader

Permanent

Full-time

Location: Sale

Salary: £22,000 - £26,000

Reports to: End- Point Assessment Operations Manager

Overview

Training Qualifications UK is fast establishing itself as a leading Apprenticeship End-Point Assessment Organisation approved by the Education and Skills Funding Agency to deliver End-Point Assessment to Apprentices on an ever-growing number of Apprenticeship Standards.

This role sits at the centre of our EPA team and provides invaluable leadership support to our growing team of EPA Officers. The EPA Team Leader is responsible for ensuring the smooth day-to-day operational functions, performed by the EPA Officers, are carried out by supporting the EPA Operations Manager with the workflow and work allocation, as well as the monitoring of team performance.

This role requires someone who thrives on being organised, has a good eye for accuracy and attention to detail, and is able to keep up with developments in an ever-changing landscape. The role requires a hands-on approach to problem solving, a passion for customer service to offer a flexible and dynamic service and the ability to put quality assurance at the forefront. Team Leaders are required to have a good understanding of all operational aspects of the team's work and a fastidious approach to applying quality principles and standards. This role deals with internal and external customers to promote and protect the value of our products and ensure timely and accurate assessment practice routinely takes place. You will need a knack for explaining complex ideas to a range of people.

Line management responsibilities are included in this role as our Team Leaders are expected to act as a support to other team members and contribute to 1:1 and annual appraisal processes.

Key responsibilities

- Support primarily the EPA Operations Manager with management of the EPA Officers workloads to effectively and efficiently meet and seek to exceed team targets and required standards of work.
- Have people line management responsibilities within the End-Point Assessment Team for a confirmed remit of roles.
- Collate information and produce reports for EPA Operations Manager on a weekly and monthly basis, and wider Leadership Team and external stakeholders as necessary, contributing to interpretation and identification of trends, where appropriate.
- Act as designated point of escalation for queries and complaints to collate and interpret feedback on both processes and systems to aid continuous improvement initiatives. Escalating to EPA Operations Manager, as required.
- Resolve day-to-day operational issues to ensure smooth delivery of all EPA operational service functions.
- Maintain Standard Operating Procedures pertaining to the EPA Officer role remit to ensure they are fully embedded operationally and periodically reviewed for currency and efficiency.
- Oversee allocation of work to the EPA Officers, making adjustments on workflow to accommodate resource availability where required and skillset as necessary.
- Support the scheduling for New Centre Process Training and EPA Assessor Standardisation Training to benefit both customer service objectives and efficient resource management, informed by pipeline data.
- Implement and conduct routine quality assurance checks to confirm work outputs of the EPA Officers consistently meet expectations including established SLAs. Use training as a robust development tool, addressing under performance and suggest improvements as necessary.
- Maintain excellent knowledge of Apprenticeship Standards and assessment plans, TQUKs EPA offer as well as sector developments associated with apprenticeships and End-Point Assessment.
- Contribute to the development and improvement of systems and processes involved in Quality functions of TQUK.
- Provide first tier cover for EPA Officer and EPA Coordinator roles as necessary, undertaken all such associated role responsibilities
- Liaise with centres, providing expert advice and support where required.

- Model TQUK behaviours, showing courtesy, a commitment to learning and choosing the team above self at all times, gently realigning team members as required.

Other responsibilities

- Develop and maintain an understanding of TQUK internal processes, in particular those related to Quality Assurance, EPA, and of the wider educational landscape.
- Maintain in depth knowledge of TQUK products and services
- Assist the wider Leadership Team with development or improvement of systems to manage EPA activities as required.
- Maintain an in depth understanding of regulatory requirements associated with own area of work across awarding and EPA provision.
- Liaise with other departments to facilitate a smooth customer journey for successful sales and customer journey and promote understanding of EPA processes internally at TQUK.
- Work to improve and streamline processes and integrate the outcomes of your own work
- Maintain excellent audit trails and records of all Quality activity.
- Undertake other duties considered within your skill and competence to assist the smooth running of the business as required
- Champion the organisation values at all times to model behaviours to wider team staff.

Essential Skills/ Experience/ Qualifications

- Demonstrable experience of people and process management
- Evidence of monitoring processes associated with internally or externally set quality assurance/ quality standards
- Level 2 English and maths qualifications (or equivalent)
- Excellent communication and interpersonal skills including report writing
- Good level of computer literacy in Microsoft Access, Excel, word and Outlook
- Track record of working in an environment where attention to detail is paramount
- Experience of working with a customer management system

Key characteristics

Here are just a few of the essential softer skills you will need to successfully join our team

- Be self-motivated, energetic, enthusiastic and able to work on your own initiative
- Be trustworthy and take responsibility for own area of work
- Apply a flexible approach to all work tasks and working relationships
- Be confident and ambitious with a "can do, will do" attitude that puts the company before self
- Be well motivated, enthusiastic and able to work on your own initiative.
- Be able to have fun!
- Work well with others.
- Be able to keep an eye on the bigger picture and appreciate where your role fits into the business.
- Be passionate about education and the opportunities that it brings
- Have a willingness to learn
- Be courteous
- Have outstanding organisational and time management skills
- Have sound IT skills to support core role functions