

JOB TITLE:	APPRENTICESHIP END-POINT ASSESSMENT COORDINATOR
JOB HOLDER:	
DATE UPDATED:	
REVISION (HR Office Use):	VERSION 2

1 MAIN PURPOSE OF THE JOB

This role co-ordinates an end-to-end end-point assessment (EPA) service, adhering to the apprenticeship and CIOB standards and ensuring that an excellent level of customer service, support and guidance is provided at all times to external stakeholders, independent end-point assessors (IEPA) and internal quality assurers (IQA).

The role takes ownership of all associated EPA activities including initial enquiry, onboarding employers and training providers, apprentice registrations, EPA bookings, increasing TechCOB/MCIOB conversions, IEPA and IQA allocations and confirming/managing EPA and TechCIOB and MCIOB outcomes and feedback.

The role also co-ordinates and provides comprehensive support to the Apprenticeship Manager ensuring that the highest standards are maintained in the delivery of EPA services and compliance with the conditions for being on the register of End-point Assessment Organisations (EPAOs).

2 POSITION IN ORGANISATION

- Reports to Head of Apprenticeship
- Part of the Education team
- Liaises with Education, Marketing, Acquisition, Customer Services and other teams as required

3 DIMENSION & LIMITS OF AUTHORITY

- There are no line management or budgetary responsibilities.
- Make decisions of IEPA and IQA allocation to apprentices, managing conflict of interests.
- Processing EPA, IEPA, IQA, employer and training provider invoices.
- Assist the Apprenticeship Manager with budgeting and forecasting.

4 SKILLS & EXPERIENCE

- Experience of vocational and higher education is desirable
 - Excellent written and verbal communication skills; able to demonstrate communicating with diverse stakeholders to deliver customer service externally/internally
 - Excellent attention to detail and ability to analyse written reports and applications
 - Competent IT skills in order to operate effectively and efficiently within the role, including Microsoft Office 365 (Word, Outlook & Excel), Customer Relationship Management (CRM)/database experience (Data inputting, updating and extracting reports), virtual learning environments (such as Moodle)
 - Experience of successful team working, showing flexibility and determination to meet goals
 - Accurate minute taking experience
 - Able to work on own initiative, organize and prioritise own workload and ability to work with deadlines in sometimes pressurised environments.
 - Demonstratable excellent customer service skills and the ability to build and maintain strong working relationships at various levels of seniority
 - Knowledge of systems and processes used in customer service or office environment
 - Previous experience within an awarding organisation or membership environment desirable but not essential
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5 DUTIES & KEY RESPONSIBILITIES

<p>General EPA activities</p> <ul style="list-style-type: none"> - Acts as a key point of contact for the EPA from potential external stakeholders through a range to communication channels (e.g. email inboxes, phone calls etc.), providing support, advice and guidance where necessary on apprenticeship standards and EPA requirements from registration through to certification. - Increasing and TechCIOB/MCIOB conversion numbers to 70-80% through a range of sales and marketing activities. - Liaises with and provides support to external Apprenticeship stakeholders to ensure consistent advice, support and guidance is provided - Follows up enquiries and expressions of interest to encourage EPA agreements with potential Apprenticeship partners - Attends business development and marketing events when required to promote EPA services and provide advice and guidance to existing and new business opportunities - Effectively manages EPA end-to-end process from apprentice registration to certification, ensuring adherence with agreed SOPs and SLAs whilst providing an excellent level of customer service at all times - Manages TechCIOB/MCIOB process for apprentices from apprentice registration to membership, again ensuring adherence with agreed SOPs and SLAs whilst providing an excellent level of customer service at all times - Ensures accurate and up to date records are kept at all times, effectively using the EPA management system (ACE360, CRM) - Collates and monitors feedback from employers, training providers and apprentices at the end of the EPA process, suggesting and applying improvements continuously. - Produce management information reports and as required, submit data to regulators, to enable effective performance management. 	<p>65%</p>
<p>EPA Submissions</p> <ul style="list-style-type: none"> - Responsible for monthly EPA monitoring processes and acts as a designated point of contact for employers, training providers and apprentices - Maintains and ensures EPA data is up to date in EPA management system (ACE360) and CRM - Responsible for processing apprenticeship certificates for apprentices and TechCIOB/MCIOB congratulatory letters - Arranges travel and accommodation for events and standardisation meetings when required 	<p>30%</p>
<p>Other Activities</p> <ul style="list-style-type: none"> - Contributes to any other activities and projects as required - Raise purchase orders for the EPA team, recording spend across the various budgets. - Processes EPA invoicing for the organisation channelling EPA funding 	<p>5%</p>

This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of job in line with the operational requirements.

THE EMPLOYEE AND LINE MANAGER WILL SIGN A COPY OF THIS JOB DESCRIPTION ON PEOPLE HR.