

Job Description

End Point Assessment Coordinator

Job title	End Point Assessment Coordinator
Reports to	Apprenticeships Support & Administration Manager
Works with	End Point Assessment Organisations (EPAO's), Apprentice Tutors, Programme Managers, Directors and Facilitators, Finance and Compliance, Apprentice Administration, Candidate and Partner Support, IT, Assessments and Marketing Teams.
Location	Bristol Office (some travel may be required)
Starting salary	£20,000 to 25,000
Main Purpose of Job	To support the provision of high-quality apprentice programmes through: <ul style="list-style-type: none"> • Excellent customer service • Exceeding EPA targets and KPIs • Efficient coordination of the End Point Assessment Process

Main Duties

- Act as a main point of contact for the registration, booking and delivery of End Point Assessments for external end-point assessment organisations (EPAOs) and colleagues within the team
- Monitor learner progress through gateway, EPA, and results
- Utilise a variety of End Point Assessment Organisations (EPAO's) systems to provide key data
- Manage enquiries within the dedicated EPA mailbox
- Manage and oversee all processes connected with the smooth registration, reservation and delivery of end-point assessments
- Maintain data on all systems and trackers to enable accurate and timely reporting
- Manage communications with the EPAO's, Tutors and Apprentices in relation to assessment scheduling, outcomes and issuing of results
- Manage learner bookings for interviews, discussions, presentations and exams
- Build and maintain relationships with a variety of EPAOs
- Coordinate EPA services for apprentices and employers
- Quality check between the Tutor, Employer and Apprentice.
- Work collaboratively with all departments to improve, showcase and celebrate End-Point Assessment.
- Ensure excellent customer service standards are delivered at all times.

- Co-ordinate the learner and employer experience through EPA
- Develop and maintain positive working relationships with key stakeholders both within and outside of the business
- Manage data – inputting, monitoring and coordinating
- Maintain up to date process documentation for a variety of EPAO's in line with regulations and ESFA funding rules, making recommendations for improvements.

Personal Specification

You will:

- Be reliable and hardworking
- Be professional with proven administrative, education, training and/ or customer service-related experience
- Possess an excellent customer service manner, both written and spoken
- Have the ability to organise, plan and prioritise time and tasks effectively whilst meeting the needs of multiple stakeholders
- Work well under pressure with the ability to deal with issues as they arise
- Be highly IT competent using MS Word, Excel & PowerPoint, experienced with databases and able to learn and manage new software programmes
- Be confident working with people at all levels
- Be open to change - actively looking for ways to improve systems and outputs for the team
- Demonstrate accuracy and attention to detail
- Knowledge of apprenticeship programmes would be an advantage