



Job Title: End Point Assessment Specialist (L3 Payroll Administrator)
Department: Education
Reports to: Education Manager
Date: January 2021

Purpose of Role

The purpose of this role is to implement the strategy and operations of the End Point Assessment Organisation (EPAO); ensuring that the EPAO operates consistently and effectively to meet all compliance, financial and resourcing requirements.

Critical Success Factors

The incumbent will be responsible for delivering an independent assessment service that meets the needs of the apprentices, their employers and teams delivering the appropriate standards. This role complements the Education strategy and operations.

The EPA Specialist will coordinate and manage Apprenticeship EPAs, recruiting and subsequently working with appointed assessors, external examiners, internal moderators, invigilators and both internal and external stakeholders. The role plans and organises the EPA, monitors and records evidence for compliance and supports apprentices, employers and EPAO staff to deliver an objective compliant and efficient EPA. The incumbent will be an education specialist, writing relevant exams and tests for the end point assessment, so a pragmatic knowledge and demonstrable experience of payroll above this level is also required.

We are looking for a proactive individual with initiative, who can operate independently but also as part of a team. They will provide outstanding leadership and management support to close-working colleagues, offering direction, challenge and inspiration to the team by creating a working environment which encourages teamwork and energy.

The successful candidate will preferably have the CIPP Diploma or Foundation Degree (though experienced candidates with a similar pedigree will be considered). A strong track record in delivering and driving best practice and continuous improvement in operational payroll teams, as well as driving internal and external customer service for the respective teams is essential.

Possessing and demonstrating a strong work ethos and a proactive and positive attitude towards problem resolution, the EPA Specialist will have experience of working with both subject matter experts and generalists who have little technical expertise. Experience within an education setting is also desirable as the successful person will be responsible for creating the assessments and mock test integral to the programme.

Principal Accountabilities

- Compliance with External Quality Assurance (EQA) to ensure a fair, consistent and robust assessment across the apprenticeship standard and against other assessment organisations
- Compliance with the Education and Skills Funding Agency's (ESFA) requirements, policies and procedures ensuring an independent and compliant EPA.
- Ensuring risks and actions are identified, logged, and addressed within a relevant timeframe not exceeding three months or the next EPA cohort, whichever is soonest.
- Meeting all reporting and response deadlines required by the EPA process
- Create a service which delivers and champions fair access, independent judgement, innovation and consistency through the EPAO policies, procedures and documentation developed for the EPA services, ensuring that these provide evidence to demonstrate compliance with the EPA plan, quality and value to the clients and end users.
- Act as an ambassador for the organisation through the development and management of effective working relationships with external parties and stakeholders.
- Build and manage strong working relationships across the department and organisation, up to Director level.
- Lead by example, managing and motivating a team to deliver outstanding service, providing direction, support and challenge.
- Ensure effective communication internally, within and across programme areas, including regular team meetings and forums to share information and ideas.
- Enable a supportive culture to be maintained throughout the department through effective leadership and acting as a role model in demonstrating the CIPP's values and desired behaviours

Tasks

- Resource, maintain and keep updated an appropriate Assessment management system for all apprentices registered with the CIPP. Ensure that grades and feedback are collated, the EPA plan is completed, and the management system appropriately and accurately updated. Create the assessment and mock test pools of questions and scenarios and manage these accordingly.
- Monitor the pipeline and plan the schedule of end point assessors, creating a coherent plan and contingency to ensure that there is sufficient capacity and resource to each EPA. Work with the Events team to secure appropriate venues where necessary.
- Recruit and maintain a bank of end point assessors, moderators and external examiners who are currently and relevantly qualified and manage the assessments appropriately. The assessors should be able to conduct assessments and demonstrate evidence of their competencies.
- Ensure the assessment staff maintain and enhance their skills in professional competency and assessment pedagogy by developing training and CPD to support mandatory training for the EPAO team.
- Work with partnered apprenticeship training providers, employers and wider EPAO team, and stakeholders to inform registered apprentices of the route and requirements, providing mock assessments and guidance to support their journey to completion. This includes
 - Website information for employers and apprentices about the EPA
 - Induction pack for programme teams to use with apprentices and employers
 - Induction for the EPAO teams (internal moderator, invigilators, assessors, external examiner)
 - Induction for new tutors and programme team staff
 - Self-assessment checklists and toolkits for each element of the EPA
- Collect and store all mandatory evidence for EPA staff and contributors including

- Application, CV, and confirmation of professional competence/qualification
- Evidence of training (e.g., safeguarding, equality and diversity, disclosure and barring checks, induction)
- Attendance at mandatory training, induction, and EPA sessions
- Submission of an annual CPD log demonstrating relevant professional and assessment training and skills have been maintained
- Signed and dated contract for the delivery of EPA services
- Lead the development of assessment materials for the EPA, working with independent assessors and the External Examiners using up-to-date experience of the working environment and best practice in assessment pedagogy to ensure relevance, currency and a consistent and high standard of competence confirmed through the EPA design. This includes:
 - Meeting the EPA plan and EQA requirement in design
 - Consulting with employers
 - Working with the independent assessors and external examiners on design and content
 - Creating a flexible design and/or options for contingency and to respond to the likely needs of apprentices requiring reasonable adjustments
 - Creating a marking and moderation scheme
 - Developing tools, advice, and guidance on conducting assessments, marking and making judgements for independent assessors during moderation
- Lead the development of tools and products for apprentices, employers, and teaching teams to prepare the apprentice for the process, mode and experience of the EPA including.
 - Banks of examples and test questions
 - Advice on preparation for each element
 - Self-assessment and critiquing of work in preparation for the EPA assessment criteria
 - Shared experiences from apprentices
 - Guidance for employers on how to support their apprentice
 - Guidance for tutors on preparing apprentices to demonstrate the knowledge, skills, experience, and behaviours in the apprenticeship through the EPA
- Test and validate all assessment materials and support documentation as appropriate for occupational competence assessment
- Act as an advocate for EPA clients and end users, ensuring that materials are accessible and available for all, and contribute to developing confidence in the EPA and process.
- Maintain an EPAO team that meets the professional competence, knowledge, skills, and experience required by the apprenticeship standard and assessment plan with sufficient capacity to meet the pipeline of current and future end point assessments.
- Actively participate in national and regional professional and assessor networks with colleagues engaged in assessment activity, sharing learning and day-to-day experiences of assessment to improve innovation and embed good practice.
- Manage the financial closure of each EPA by tracking the transfer of funding to the EPAO and ensuring the assessors and other supplier invoices are checked and paid promptly.
- Ensure financial targets and other agreed targets are met across the department, to enable the CIPP to meet its overall targets.

Qualifications, Knowledge and Experience

- Education specialist with experience of creating exams and tests for the end point assessment
- CIPP Diploma or Foundation Degree (or qualification through experience)
- Expertise and detailed knowledge of payroll processing and operations
- Experience of implementing an end-to-end service for end-users to successfully complete their programmes, whilst engaging internal and external stakeholders throughout the journey
- Knowledge and experience of the apprenticeship process and specifically of the end point assessments
- Knowledge of developing relevant assessments which are conducted fairly, consistently, and objectively

Skills

- Excellent oral and written communication skills
- Highly developed team and people management skills to motivate others within and outside of their own department
- Proven payroll processing skills, centred around providing a successful service delivery
- Strong leadership skills in providing direction, support and challenge
- Creating relevant tests and exams to satisfy relevant objectives

Behavioural Competencies Required

- Accountability: takes ownership and attempts to resolve matters before involving others
- Problem solving and decision-making: ability to anticipate problems, analyse situations, resolve issues and make high quality decisions, using a logical and rational approach and considering the wider impact
- Stakeholder management:
 - able to work with external stakeholders across relevant disciplines
 - able to work with subject matter experts and internal stakeholders
- Leadership: ability to engage, motivate and inspire others at all levels within the CIPP and build a consensus and ownership for projects; engenders a team spirit across the department and wider
- Commercial acumen: ability to work with a flexible and solutions focused approach, with overall business goals in mind
- Attention to detail, has an eye for detail and can also see the big picture
- Pro-active: has an enquiring approach, can identify areas for efficiency and improvement and is committed to continuous development
- Self-motivated: is driven, determined and able to work well independently and as part of a team

Other activities

The jobholder may be required from time to time to undertake other duties to assist the CIPP with its strategic objectives.

Terms and Conditions:

Salary	TBC (depending on experience)
Working week	37 hour working week (full-time)
Annual leave	25 days annual leave per annum (plus bank and public holidays)
Pension:	Group Personal Pension Scheme available
Healthcare:	Healthcare and cash plan schemes available
Location:	Office-based in Solihull

Recruitment Process:

Those who wish to be considered should submit a covering letter explaining why they are interested in the post and what they will bring to it and email to joanne.leather@cipp.org.uk by no later than the end of 24 January 2021.

The CIPP is an equal opportunity employer who seeks to recruit and appoint the best available person for a job regardless of marital / civil partnership status, sex (including pregnancy), age, religion, belief, race, nationality and ethnic or national origin, colour, sexual orientation or disability.