Job Profile

Assessment Manager

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| Department | Energy and Utilities Independent Assessment Service |
| Location | Solihull with travel as required |
| Reports to | Head of Energy and Utilities Independent Assessment Service |
| Hours | Nominally 37 hours but operationally available at all times to meet Company requirements. |
| Constraints (travel/ base/ working patterns etc.) | Although office based in Solihull, the role will require regular UK-wide travel, and from time to time may require work at other specific locations. Overnight stays away from home are possible.  |
| Salary | Ca £40- £45k |
| Date | September 2017  |
| About usEnergy & Utility Skills offers, membership, assurance services and skills solutions to help employers attract, develop and retain a sustainable skilled workforce to ensure the seamless delivery of essential services to 65 million people each day. The Energy & Utilities Skills Independent Assessment Service (EUIAS) is approved on the Register of Apprentice Assessment Organisations (RoAAO) to deliver end-point assessment for apprenticeships for a range of standards within a safety critical sector. The EUIAS was the first assessment organisation to have achievements in England in 2016. We are a pioneering, innovative and specialist organisation with a commitment to high quality end-point assessment which meets the needs of employers. About the roleReporting to the Head of Service, you will be responsible for the assessment strategy for the EUIAS with specific responsibility for the design development and refresh of end-point assessment tools. You will also be responsible for the delivery of high quality end-point assessment within a safety critical sector and ensure compliance with current apprenticeship policy and the interpretation of each individual published assessment plan. You will lead on the recruitment and management of the bank of independent technical experts/assessors for each niche specialist sector including approval, risk rating and performance monitoring to ensure end-point assessment remains reliable, valid consistent and comparable over time. About you A strong people leader, you will have demonstrable experience in technical and vocational assessment including apprenticeships and/or end-point assessment, experience of the energy and utilities or adjacent sectors would be helpful to understand the safety critical context of this work. RewardsJoin our growing organisation and you’ll enjoy benefits including flexible working, a generous holiday allowance, a company pension scheme, a performance bonus scheme, childcare vouchers and a Wellbeing Passport. |

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| Key responsibilitiesKey responsibilities will include: **Operational Leadership*** Lead the design and delivery of the assessment strategy for EUIAS to ensure high quality, fit for purpose end-point assessment within a safety critical sector.
* Manage and deliver end-point assessment tool design and delivery to meet the regulatory requirements of both the RoAAO conditions of acceptance and Institute for Apprenticeships framework for External Quality Assurance.
* Deliver operational performance in line with the agreed business plan targets.
* Lead Assessment Plan Interpretation to inform the pricing of end-point assessment in collaboration with the Head of Service and Finance Director.
* Through collaboration with the Quality Manager, drive assessment excellence to devise performance metrics to monitor end-point tools as part of continuous quality improvement.
* Act as the lead EUIAS representative on employer groups for the refresh and/or development of new apprenticeship standards and assessment plans.
* Manage and be accountable for the pool of technical experts/associates to meet agreed service levels sub contracted to the EUIAS, ensuring effective performance and risk management.
* Deliver end-point assessment training (pre-gateway) to employers, training providers and independent technical experts, auditors, external examiners and final decision panel members in line with the requirements of each individual standard.
* Work with Chief Examiners to select question items for knowledge tests and other end-point test items specific to a standard/pathway as part of EUIAS internal quality controls.
* Act as the lead EUIAS assessment representative in end-point final decision panels/external examiner final grade decisions.

**Client and Relationship Management** * Act as an ambassador for the EUIAS service, attending and speaking at events as required and upholding the positive brand image.
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* Attend as a member of the Governing Body and Sector Assessment and Assurance Panels.
* Build strong and effective client relationships to ensure high levels of client satisfaction, retention and the maximising of opportunities for EUIAS business through valued added service.
* Build effective relationships with stakeholders and industry groups to maximise the strategic positioning of the EUIAS including but not limited to the Education and Skills Funding Agency, Institute for Apprenticeships, Ofqual and ECITB.
* Manage requests for any end-point assessment reasonable adjustments.

**Additional Duties** * Maintain and develop effective communications and working relationships external and internal with peer group, wider teams, colleagues and other departments
* Any other duties in the scope of the job role
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Job Holder Specification

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| Specification | **Essential** | **Desirable** |
| Education/Knowledge requirements |  |  |
| Graduate or working at graduate level | ✓ |  |
| Knowledge of quality assurance and assessment from either a qualification and/or apprenticeship end-point assessment perspective | ✓ |  |
| Thorough knowledge of apprenticeship and technical education policy landscape including understanding of regulation, legislation and guidance relating to end pint assessment | ✓ |  |
| Understanding of the energy and Utilities sector |  | ✓ |
| Knowledge of equal opportunities and access to assessment  |  |  |
| Work Experience |  |  |
| Demonstrable experience in a role of responsibility, relating to quality assurance of education, standards and/or frameworks  | ✓ |  |
| Proven track record of managing dispersed teams and operational delivery, driving continuous service improvements | ✓ |  |
| Will have experience of engaging with and building relationships with diverse internal and external stakeholders | ✓ |  |
| Experience of developing and implementing effective reporting metrics, working to measures and exceeding performance requirements | ✓ |  |
| Stakeholder and customer relations | ✓ |  |
| Skills  |  |  |
| Strong team leadership skills to develop a high performing team | ✓ |  |
| Strong interpersonal and relationship management skills, able to influence internally and externally | ✓ |  |
| High level of communication and presentational skills. | ✓ |  |
| Excellent attention to detail  |  |  |
| Knowledge of and ability to use IT | ✓ |  |
| Self-motivated with excellent organisational skills  | ✓ |  |
| Integrity and professional objectivity | ✓ |  |
| Full, clean UK Driving Licence |  |  |