

## Job Description

(Internal Only)

### END-POINT ASSESSMENT (EPA) MANAGER

#### Position overview

|                       |  |
|-----------------------|--|
| <b>Department</b>     | Business and Partnership Development & Apprenticeships   |
| <b>Location</b>       | Hybrid Role– Marble Quay, London & WFH<br><i>(Flexible working options to be discussed at interview)</i>   |
| <b>Term</b>           | Full-time; Permanent   |
| <b>Salary Range</b>   | £33,000 - £38,000 per annum, depending on experience   |
| <b>Benefits</b>       | The university supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional pension schemes, private medical insurance, season ticket loans and being part of the cycle to work scheme dependent upon length of service.<br>Pro rata 25 days holiday allowance plus winter break 27th to 31st December (excl. bank holidays) |
| <b>Direct Reports</b> | None   |
| <b>Reports to</b>     | Head of Operations and Quality Lead for Business and Partnership Development & Apprenticeships   |
| <b>Start</b>          | Immediate – June/July 2024   |

#### The role

Northeastern University London wishes to appoint an End-Point Assessment (EPA) Manager to support the institutions commitment to development and delivery of a range of Work-Related Learning Programmes and Apprenticeships

The role-holder will be responsible for the management of EPA for both integrated and non-integrated degrees. You will ensure the smooth running and co-ordination of all EPA related activities. Focus will be on core requirements relating to multiple stakeholder coordination, internal and external compliance and ensuring timely achievement of EPA for all learners. In addition, working closely with colleagues, you will support the development of assessment plans and activities, so prior experience in managing End-Point Assessments is essential.

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You will be a driven and proactive individual, conscientious, with an eye for detail, willingness to learn, excellent communication and strong team-working skills.

### **Duties and Responsibilities**

- Manage the end-to-end process of EPA across all standards
- Provide all stakeholders with information and advice to support them through the EPA process, keeping them informed of scheduled activities and providing appropriate resources to assist in the planning and facilitation of EPA
- Lead the scheduling of EPAs to meet contractual and organisational requirements, negotiating with stakeholders where resource or other logistical conflicts arise
- Coordinate the design and development of EPA plans for new programmes
- Annually review effectiveness of current EPA plans verse outcomes and achievements and make recommendations for change
- Ensure that all EPA activities are successfully co-ordinated and that a high-quality service is delivered to customers
- Carry out day-to-day EPA procedures in an accurate and timely fashion, working with key influencers to find the most effective and efficient way and to ensure continuous improvement
- Align policies, procedures and systems for EPA delivery in order to maintain regulatory requirements and standards
- Manage the portfolio of Independent Assessors, supporting Academic Directors with recruitment, onboarding and ongoing developmental support / CPD / standardisation
- Assist in compiling and maintaining electronic records for learners
- Actively contribute to team meetings and offer impartial advice and guidance around regulatory and compliance requirements
- Maintain regulatory knowledge of the sector, ensuring all processes, policies and systems in place are consistent with regulatory requirements and providing regulatory updates to the wider team
- Maintain knowledge of apprenticeship standards, acting as expert for all EPAs
- Provide professional and timely responses to any queries received via email or telephone, seeking advice and guidance where required, within the agreed response timescale
- Adhere to the General Data Protection Regulations and the Data Protection Act
- Participate in the University appraisal process and take responsibility for identifying your own professional and career development needs
- Foster a positive work environment with a good team spirit, including the wider support teams, with learner experience at the forefront of all efforts

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- Such other duties, commensurate with the grading of the post, that may be assigned by the Head of Operations and Quality Lead for Business and Partnership Development & Apprenticeships or their nominee

### **About the University**

Based in the heart of London, Northeastern University London has developed a reputation for delivering an excellent university experience and has exceeded all Russell Group universities for overall student satisfaction in the UK's National Student Survey for four consecutive years (2019, 2020, 2021 and 2022).

Small by design, Northeastern University London offers a vibrant community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers and society.

Northeastern University London is part of Northeastern University's Global Campus Network. Ranked 44th in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

### **About Business and Partnership Development & Apprenticeships**

The Business and Partnership Development & Apprenticeships section of NU London is dedicated to designing and delivering work-related learning throughout the UK and internationally. The majority of the team largely work remotely, using innovative pedagogical approaches and best practice in digital education and collaboration to ensure an excellent learner experience for individuals or groups of learners, wherever they are based. The team currently delivers a growing portfolio of work-related learning in the form of apprenticeships, online degrees, Skills Bootcamps and other short course offerings, all aligned to digital transformation, data science, artificial intelligence, and project management.

### **Person specification criteria**

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferrable skills would assist with you undertaking the role.

- Honours degree or equivalent professional experience and/or vocational qualification [E]
- Experience in EPA Management [E]
- Experience in Customer Service Management [D]
- Demonstrable administration skills, including proficient use of MS Word, Excel, Email [E]
- Strong communication (verbal and written) skills [E]

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- Ability to prioritise workload, exercise good time-management and the ability to work to deadlines, demonstrating excellent organisational skills [E]
- Excellent planning and co-ordination capabilities [E]

### **Additional Information**

#### **Enquiries**

Informal enquiries may be made to Deborah Hursey ([deborah.hursey@nulondon.ac.uk](mailto:deborah.hursey@nulondon.ac.uk)). However, all applications must be made in accordance with the application process specified.

#### **Application process**

Applications should be made via [this link](#) by 23:59 on **2<sup>nd</sup> June 2024**. Please reference your application “**EPAM0524**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page that addresses the criteria for the role and a full curriculum vitae.

Interviews are expected to commence w/c **10 June 2024**.

**Please note this role may require a basic DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London requiring a DBS check.**

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from all underrepresented groups, including the Global Majority. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

#### **Job sponsorship**

**Please note that this role is not eligible for visa sponsorship.**