

End Point Assessment Manager

ORCA EPA are looking for an End Point Assessment Manager to join our rapidly growing team. You will be responsible for ensuring apprentices are registered with the relevant End point Assessment organisation (EPAO) and booked onto their End Point Assessment (EPA). You will monitor and improve processes in order to ensure an excellent learner and client experience, while ensuring compliance to all regulatory rules and company policies. You will ensure that all apprenticeship data are compliant to ESFA and GDPR regulations. You will ensure continuous improvement of the EPA journey and support operational initiatives and projects.

Responsibilities:

- Register and booking apprentices EPA using internal and external systems
- Schedule assessments and resits
- Complete compliance checks to ensure Gateway completion
- Ensure evidence is collected, saved and stored in line with relevant policies
- Support learners with booking requests and queries
- Produce reports on results and distribute to the business
- Monitor and reconcile invoices in relation to EPAs
- Manage EPA queries
- Produce communications to update colleagues on changes
- Ensure compliance with relevant policies and regulations
- Manage processes relevant to EPA, ensuring they are compliant with regulations
- Keep up to date with relevant developments in the sector to bring innovative thinking to support client needs and improve the business

Essential Skills/Experience/Qualifications:

- Educated to degree level or equivalent
- Experience with Apprenticeship, Assessment, Learning and Development
- Excellent written and verbal communication skills including the ability to build rapport and maintain empathy
- Superb attention to detail and proof-reading skills
- Strong attention to detail and creative mindset
- Knowledge of marketing strategies and third-party tools
- Ability to work with integrity, whilst adopting innovative practices
- Ability to effectively manage relationship, promptly responding to queries and managing expectations
- Ability to work autonomously
- Excellent IT skills and adaptable to new software packages
- Excellent time management and organisational skills
- Ability to create and maintain accurate/accessible and organised documentation
- Excellent numerical skills, with the ability to analyse, interpret and present data,
- Passionate about client service with a positive approach to dealing with people