



THE  
OPERATIONAL  
RESEARCH  
SOCIETY

# Recruitment Pack

EPA Operations  
Manager

**The OR Society**

*Home to the science + art  
of problem solving*

# Job Description

## EPA Operations Manager

**Job Title:** EPA Operations Manager

**Reporting to:** Head of Qualifications and Awards

**Contract:** 2 year Fixed Term contract until December 2025 (with possible extension) /Part time /remote working 2.5 days (17.5 hours) a week.

**Salary:** £22,000 per year (actual salary) £44,000 FTE, plus 11% pension contributions, 25 days annual leave (plus Public holidays) – pro rata.

### MAIN PURPOSE OF THE ROLE

To plan and implement the internal quality assurance strategy for End Point Assessment (EPA) and ensure that all processes are consistent with Ofqual and the Institute for Apprenticeships and Technical Education (IfATE) requirements

Continually monitor the delivery of OR Society EPA services to identify improvement opportunities acting on any feedback received from Ofqual as the External Quality Assurance organisation.

To support the Head of Qualifications and Awards in submission of regulatory data returns and requests.

### RESPONSIBILITIES AND DUTIES

#### Operational Responsibilities

Allocate assessors and IQAs to assessments and apprentices to ensure no conflict of interest, taking into consideration individual expertise (currency and competence) relevant sector qualifications and geographic location where required.

Deal appropriately with the management of incidents, issues, malpractice/maladministration, enquiries, appeals and complaints in line with published policies and procedures, providing solutions to mitigate risk and recurrence.

Plan, organise and facilitate EPA, IQA and assessor standardisation activities.

Support assessment developers and the Head of Qualifications and Awards with development and implementation of new EPA Resource Packs to ensure standardisation and compliance, to include adaptations of assessment strategies and associated documentation where required.

Check and record EPA competences to meet minimum requirements for specific Apprenticeship Standards (as stated within the Assessment Plans).

Support the Head of Qualifications and Awards in aligning policy documents, procedures, and systems across general compliance areas.

Contribute to the development of the end-point assessment strategy & operational policies, ensuring that IEPA's, IQA's and subject

matter experts understand their application.

### **Quality Assurance**

Ensure compliance of the apprenticeship provider and assessment register (APAR) Conditions of Acceptance and Ofqual General Conditions of Recognition.

Maintain and regularly review EPA conflict of interest declarations, evidence and due diligence of all assessors, subject matter experts and IQAs in line with the OR Society EPAO Conflict of Interest Policy and procedure.

Develop and implement the OR Society Internal Quality Assurance (IQA) strategy for End-point Assessment and Continuing Professional Development (CPD).

Support the Head of Qualifications and Awards with EPA EQA monitoring activity and audits, including any preparation, contribution, and attendance at any physical audit by external agencies where required.

Support the Head of Qualifications and Awards to prepare, develop and present business proposals for new end-point assessment opportunities, along with potential expenditure and income, together with clearly established development timelines, stakeholder engagement/buy-in and approval.

Manage and review quality assurance processes to ensure they align to the OR Society Quality Strategy. Develop, review, and monitor EPA and internal quality assurance policies, procedures, and systems in order to meet EPA regulatory requirements and to meet business objectives.

Where required, support providers to achieve higher quality of delivery aligned to EPA requirements.

Ensure the integrity of assessment materials and implement procedures to mitigate risks of breaches.

### **Governance and compliance**

- Support the Head of Qualifications and Awards in the governance of the organisation operationally.
- Comply with external regulatory requirements and reporting of Ofqual as the External Quality Assurance organisation, IfATE and the Education and Skills Funding Agency (ESFA).
- Support the Head of Qualifications and Awards with the annual self-assessment process and deliver the continuous improvement plan.
- Support and implement the processes for the management of risks and conflict of interests.

# Job Description

## EPA Operations Manager

### Essential Education and Knowledge Requirements:

- High level of knowledge of the Governments Apprenticeships Agenda and their connected organisations such as the Institute for Apprenticeships and technical Education (IfATE) and the Education & Skills Funding Agency (ESFA).
- High level of knowledge and understanding of apprenticeship and technical education policy landscape including understanding of regulation, legislation and guidance relating to end-point assessment.
- Level 3 Certificate in Assessing Vocational Achievement or its equivalent is desirable but not essential. Knowledge of assessment methodologies used in the delivery of EPA.

### Essential Experience:

- Demonstrable experience in apprenticeships and end-point assessment (EPA) services (delivery and quality assurance of EPA) in a regulatory and commercial environment and with external agencies.
- Demonstrable experience in managing operations and driving continuous service improvements.
- Will have experience of engaging with and building relationships with internal and external stakeholders at appropriate levels.
- Experience of developing and implementing effective reporting metrics, working to measures and exceeding performance requirements.

### Essential Person Skills/Competencies:

- Experience of working and communicating with senior stakeholders.
- Strong interpersonal and relationship management skills; able to build effective networks and relate to people at all levels.
- Proven leadership and people management skills, including excellent interpersonal and mentoring skills
- Ability to work well in teams, gaining clear commitment and agreement from others both internally and externally.
- High level of communication and presentation skill
- Strong organisation and prioritisation skills with successful delivery outcomes on time and with resource constraints.
- Responds flexibly to changing circumstances, demonstrating openness to changing work priorities and deadlines.
- Self-motivated with excellent organisational skills; able to manage time effectively and monitor performance against deadlines and milestones with excellent attention to detail,
- Knowledge of and ability to use IT.

### Desirable Person Skills/Competencies:

- Sound knowledge of the latest thinking and trends in the use of technology, products, and services in delivering end-point assessment.



# Equality and Diversity

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The Operational Research Society is committed to inclusivity and representing the diversity of the communities we serve. We therefore welcome applications from all backgrounds and all sections of the community. Applicants will be treated fairly throughout the recruitment process, and we will ensure there is no unfair discrimination on the basis of race, ethnic origin, disability, gender, religion or belief, age, sexual orientation or any other relevant characteristic.

## How to apply

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The closing date for applications will be 23:59 on **Sunday 30th June 2024**. We reserve the right to close the job advert early should we find a suitable candidate.

Please apply online with your CV and a covering letter outlining how you meet the job description and person specification. Please explain your reasons for applying to work in this role at The Operational Research Society. Both the CV and supporting statement should each be no more than 2 sides of A4.

If you have any queries or would like a confidential conversation about the role, please contact: Alex Burdon (Head of Qualifications and Awards) [alex.burdon@theorsociety.com](mailto:alex.burdon@theorsociety.com)

For detailed information on how we process your personal data, please review our privacy policy on our website [Privacy - The OR Society](#).

## Contact Info:



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