

Job Description

Name of Job Holder	
Job Title	Assessor Manager
Responsible to	Head of Assessment
Responsible for	To line manage and support a team of end-point assessors (EPAs) to carry out effective, time-bound, high quality and compliant end-point assessments across a range of accredited standards for Highfield Assessment. Ensure that all assessors under area or responsibility are compliant with regulations and guidelines around the delivery of end-point assessment including standardisation and up to date CPD

1. Job Purpose

- 1.1 To line manage a team of multi-disciplined end-point assessors, undertaking all performance management including capability monitoring, skills development, standardisation activities and disciplinary processes as appropriate
- 1.2 Work effectively with a range of internal departments to ensure scheduled assessments are carried out to the prescribed assessment plan conditions and are high quality; standardised decisions are effectively captured and recorded, and all customers' SLAs are exceeded
- 1.3 Support the IQA manager and Head of Assessment embed the culture and values of Highfield Assessment throughout all end-point assessment activity

2. Main Responsibilities

- 2.1 Line manage, support, and continually develop a team of EPAs (both associates and employed)
- 2.2 Carry out end-point assessments in your specialist sector as required
- 2.3 Ensure all end-point assessments in your area of responsibility are carried out in accordance with regulatory requirements and support investigations should malpractice be suspected
- 2.4 Ensure all end-point assessments are carried out to the relevant service level agreements and drive performance within own area of responsibility

- 2.5 Monitor service levels within the team including completion of documentation, use of recording systems and reporting results
- 2.6 Organise and deliver standardisation and training sessions for standards you are responsible for
- 2.7 Work with the IQA manager to understand areas of required improvement and support EPAs to follow improvement and action plans
- 2.8 Carry out robust performance /contract reviews with employed and associate EPAs
- 2.9 Ensure new assessors are trained and standardised within agreed time scales
- 2.10 Ensure all assessors maintain the expected levels of technical competence, standardisation activity, CPD and effectively address IQAs' feedback and ensure relevant systems are up to date
- 2.11 Contribute to self-assessment and quality improvement activities
- 2.12 Keep up to date with sector developments and communicate updates with EPAs in line with the formalised communication process
- 2.13 Support the Recruitment Coordinator with recruitment of EPAs and IQAs, ensuring that assessors are compliant and
- 2.14 Monitor feedback and customer satisfaction within own area of responsibility and proactively drive forward improvements
- 2.15 Maintain a high-level working knowledge of standards, assessments plans, and sector developments relating to EPA and, if appropriate, your area of responsibility
- 2.16 Monitor and approve assessor expenses and invoices
- 2.17 Complete reports for management teams
- 2.18 These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other reasonable duties and responsibilities without changing the general character of the post
- 2.19 Carry out all duties having full regard for "The Highfield Way of Working" (please see below)
- 2.20 Carry out all duties in accordance with Highfield's Equal Opportunities Policy and in compliance with the Health and Safety at Work etc. Act 1974 and any subsequent and relevant UK legislation

3. **Key Objectives**

- 3.1 Manage the day-to-day activities of end-point assessors to ensure timely and effective end-point assessments are carried out
- 3.2 Proactively address any barriers to the completion of scheduled assessment
- 3.3 Performance manage staff in your area of responsibility (including associate contract reviews) following HR protocols
- 3.4 Provide robust, timely and accurate quantitative and qualitative reports on EPA staff status for standards and EPAs in your area of responsibility
- 3.5 Ensure all EPAs are meetings internal SLAs

4. **KPI**

- 4.1 100% of EPAs (in your area of responsibility) have attended or are scheduled to attend all mandatory training and standardisation
- 4.2 100% of EPAs (in your area of responsibility) have up-to-date technical competence and are compliant to deliver the standards allocated to them
80% of allocated assessors at low risk rating
90% of allocated assessors are actively assessing (assessed in last month)
- 4.3 Any IQA feedback or development plans are fed back to EPAs within 48 hours of receipt
- 4.5 Qualitative and quantitative reports are received by senior managers on the days/times requested

5. **Essential Experience**

- 5.1 Detail-oriented with excellent personal integrity
- 5.2 Excellent time management/organisational skills and ability to meet deadlines
- 5.3 Excellent leadership and mentoring skills
- 5.4 Excellent written and oral communication and reporting skills
- 5.5 Excellent telephone manner
- 5.6 Keen awareness of confidentiality and data protection issues
- 5.7 Awareness and understanding of Highfield's and EPAO's regulatory requirements
- 5.8 Good awareness of HR and equality and diversity issues
- 5.9 Excellent knowledge of sector standard monitoring requirements to meet regulatory conditions

- 5.10 Demonstrable abilities in the use of all office equipment and relevant software programs including Microsoft Office (Word, Excel, PowerPoint, Outlook), Highfield's web database and CRM
- 5.11 Good accuracy and attention to detail
- 5.12 These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other reasonable duties and responsibilities without changing the general character of the post

6. **THE HIGHFIELD WAY OF WORKING**

Think customer

Be passionate about our products and services

Be a team player

Accept responsibility for your actions

Be enthusiastic, honest and confident

Listen and learn and respect confidentiality

Be loyal and committed to the company and your future within the company

To respect all members of the team

HIGHFIELD'S COMMITMENT TO YOU

To build on your strengths and develop your skills

To recognise the value of your contribution

To respect the balance between life and work

To maintain confidentiality

To provide excellent working conditions

To reward loyalty, commitment, innovation and outstanding performance