

Job Description

End Point Assessment and Administration Assistant

Salary:	Grade 4
Contract:	Part time (0.6FTE), and Fixed Term (14 Months)
Location:	Medway Campus
Responsible to:	Course Admin and Compliance Manager
Job family:	Administrative, professional and managerial

Job purpose

As part of the Apprenticeship Administration team, this role will report to the Course Admin and Compliance Manager and will provide a broad range of support for administrative services across all programmes and provision to ensure that the Apprenticeship Unit is promoting a positive student experience.

Each day this role will play a key part in a range of general administrative duties to ensure that the Apprenticeship Unit adheres to policies, processes and procedures of the University, Quality Assurance (QA), Code of Practice and external regulatory bodies such as Office for Standards in Education, Children's Services and Skills (Ofsted), and The Department for Education (DfE) and Skills England. This role requires liaison with other departments and Schools across the University and outside organisations and employers as necessary to complete End Point Assessment and administration coordination activities.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide a broad range of support administrative services across all areas of the End Point Assessment (EPA) for all apprenticeship programmes to ensure the Apprenticeship Unit is promoting a positive student experience including student applications through Gateway, inductions, module material, VLE (such as Moodle), progression reviews, student support, requests for extensions etc, examinations, examination boards and various committees.
- Undertake several general administrative duties to ensure that the Apprenticeship Unit adheres to policies, processes and procedures of the University, Quality Assurance (QA), Ofsted, DfE, Skills England, the Office for Students (OfS) and the Universities Code of Practice.
- Update the Apprenticeship Unit's student data bases, reporting and CRM (or similar) systems, ensuring the information is current and up to date and complies with GDPR, ensuring updates to the system and implemented when necessary and information cascaded to relevant staff.
- Support the delivery of the online evaluation process for student, employer and apprentice surveys, a key quality assurance mechanism required by the University's code of practice and other required regulatory authorities (eg Ofsted and DfE or similar).
- Act as point of contact for students, apprentices, employers, external examiners, staff and visitors to the Apprenticeship Unit, providing a courteous and effective service and advising on a range of matters to support positive apprenticeship experience.
- Oversee that student files and other related systems are up to date to ensure smooth student progression.
- Support the organisation EPA assessments, examinations, meetings, events and committees within The Apprenticeship Unit ensuring committees are serviced and aligned with the Universities Code of Practice.

- Participate in continuous improvement initiatives to ensure The Apprenticeship Unit can achieve an efficient delivery of service through the improvement of administrative processes.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Manage and respond flexibly to conflicting priorities for self and team in a busy environment with fixed deadlines and in a complex and evolving apprenticeship landscape.
- Keep up to date with changing policy and process and relaying the relevant information to stakeholders.
- High degree of accuracy inputting data into the various on-line reporting and data base systems.

Internal & external relationships

Internal: Apprentices, colleagues in Apprenticeship Unit, Director of Graduate Studies, key contacts within the University such as Heads of Schools, Student Life and Student Unions.

External: Independent Assessors, employers and external organisations, counselling services, Student Learning and Advice Service, University Medical Centre, Careers Service, DDU, Inter-University relationships with regards to improving systems, Honorary staff and visitors.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to GCSE standard with English and Maths at grade 4/C or above, or equivalent (A)
- Previous clerical or administrative experience in a customer-facing role (A,I)
- Experience of supporting administrative processes from start to finish, including managing documentation and working to deadlines (A,I,T)
- Strong written communication skills, with evidence of the ability to produce clear, professional correspondence (A,I,T)
- Expertise in the use of Microsoft Office, including Word, Excel and PowerPoint (A,I,T)
- Proven ability to maintain accurate records across one or more systems, with a clear understanding of data accuracy and confidentiality (A,I,T)
- Ability to communicate clearly, confidently and appropriately with stakeholders at all levels (I)
- High level IT skills and the confidence and willingness to learn and use new applications (I)
- Ability to produce documents to a high standard and to have a good eye for detail (I)
- Ability to liaise effectively with colleagues and external parties and to deal tactfully with a wide range of people (I)

Desirable Criteria:

- ECDL or equivalent IT qualification (A,I)
- A higher professional qualification (certificate, diploma or degree) (A,I)
- Previous experience supporting committees, including preparation of accurate minutes (A,I)
- Experience of working in higher education (A,I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage