

LEIA – Job Description

HEAD OF END POINT ASSESSMENT



The Organisation

LEIA is the trade association and advisory body for the lift and escalator industry, formed in 1997 by the merging of two long-standing associations with a history dating back to 1932. With a membership covering some 85% of the lift and escalator industry, LEIA represents a single voice for the sector.

LEIA combines the activities of a trade association, providing information and advice on a wide range of issues to members, with a strong commitment to education and training. LEIA operates as an assessment centre for the awarding of National Vocational Qualifications for the lift and escalator industry. LEIA, as part of the industry trailblazer group, has been involved with setting-up two apprenticeship standards (ST0251 and ST0252) and is now, on behalf of the industry, setting-up an end-point assessment organisation (EPAO) to support our industry. The LEIA EPAO offers exciting possibilities for further development which the job holder will help to form.

The Role

The LEIA Head of End-Point Assessment is responsible for leading and growing the end-point assessment business activities and service, ensuring compliance with Ofqual and the ESFA conditions and making LEIA the first-choice end-point assessment for apprentices in the lift and escalator industry.

Responsibilities and key activities

Reporting to the LEIA Managing Director and responsible for the following:

- Work with the LEIA Managing Director to design and implement the EPA business strategy and promote the service through existing contacts and networking
- Set budgets, sales targets, EPA prices and ensure value for money, in association with the LEIA Managing Director
- Take the operational lead in developing, implementing, and managing EPA processes to meet the needs of existing and prospective clients.
- Take the lead to ensure LEIA recognition with Ofqual by December 2021, act as the senior responsible officer for compliance with ESFA and Ofqual conditions, and manage the preparation and delivery of audits by the qualification regulator
- Responsible for ensuring that any statements made to Ofqual are accurate, complete and comply with any undertakings/commitments LEIA makes to the regulators
- Develop excellent relationships with training providers, employers and other stakeholders to effectively market the services
- Produce Contracts and Service level agreements
- Recruit experts and assessors in association with the LEIA team, where required for the service

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- Set up and maintain the content of the website (supported by administrative staff)
- Recruit/contract assessment tools developers and oversee the design work
- Ensure that all staff involved are fully trained on EPA requirements (this will include designing training), and manage the review and appraisal process of assessors
- Commission any IT resources to deliver and manage the EPA service
- Oversee the scheduling of end-point assessment activities, from gateway entry through to completion and certification (supported by administrative staff)
- Ensure assessment locations are fit for purpose
- Review quality in association with the LEIA Quality Manager
- Member of panels convened for appeals, complaints, malpractice and maladministration
- Responsible for the maintenance of the adverse effect, complaints, appeals, conflicts of interest and malpractice logs
- Run assessor standardisation in association with the LEIA team
- Run assessment moderation
- To project manage the annual processes for self-assessment against regulatory requirements and to manage the production and submission of Statements of Compliance to the qualification's regulator Ofqual
- To hold and maintain a sound, up-to-date understanding of regulatory requirements and ensure that systems and processes support ongoing compliance
- To develop and maintain a current working knowledge of data compliance legislation and to ensure all data is managed in accordance with legal requirements and those of LEIA
- Responsible for the review and amendment of policies
- To continuously innovate, enhance and develop sustainable, compliant, quality assurance systems to meet the changing needs of the business
- To ensure that all systems and processes are fit for purpose, robust, tested and auditable and meet or exceed quality and compliance requirements
- Attend, and represent LEIA at, workshops and events
- Writing bids and tenders

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Performance Measures

Competence profile - Behavioural competences

Collaboration competence

Shares information widely. Treats others with dignity and respect. Respects different needs and viewpoints. Maintains confidentiality and holds to agreements. Admits own mistakes. Obtains co-operation by active listening and sensitivity towards situations and people. Establishes strong working relationships. Achieves consensus with clear understanding of agreement.

Personal acumen

Understands LEIA Vision and strategy and is able to contribute to its development. Constantly seeks opportunities for improvement. Keeps difficulties in perspective and demonstrates an optimistic attitude towards work. Provides prompt feedback.

Analysis and Problem solving competence

Distinguishes between important information and irrelevant or minor details. Analyses information in a logical and systematic way. Identifies the cause or causes of a problem. Proposes practical solutions to address identified problems. Explores a range of possible solutions.

Integrity

Indicates their intentions clearly to others and keeps agreements. Maintains high ethical and professional standards without being unreasonably rigid or inflexible. Treats others with respect and honesty.

Attention to procedures and guidelines

Values clearly defined procedures and guidelines in work.

Works in a well-organised manner.

Pays attention to details.