

## EPA Relationship Manager

Job Title:	EPA Relationship Manager	Reporting to:	Operations and Centre Manager
Department:	SIAS	Direct Reports:	None
Key Contacts:	SIAS Team SIAS EPA's Employers Training providers	Location:	Office
Date Created	Jan 2023	Date Revise:	Oct 2023

### Job Purpose

This is a key customer facing role within the SIAS operations team. The role will manage a portfolio of customers (training providers and key employers) providing continuous engagement and support across the whole apprenticeship journey-end to end, whilst being responsible for quality, problem solving and engagement within the portfolio.

The role is also responsible for the planning and delivery of end point assessments ensuring compliance at all times.

### Key Accountabilities

- To provide high-level customer service for customers and internal enquiries via telephone, teams and e-mail, working effectively and timely against tight SLA's, managing the needs of the customer and being solution focused if there are any problems.
- Ownership of EPA engagement by managing a portfolio of customers (training providers and employers), using initiative and best practice to ensure excellent customer care consistently through the portfolio.
- To lead on monthly/bi-monthly planning and engagement meetings within the portfolio, engaging with a range of senior and multiple stakeholders- offering end-to-end support across the whole apprenticeship journey and report back progress to Operations and Centre Manager.
- Work closely with SIAS customers to ensure expected EPA dates are accurate, TE/RAs are identified early and support the operations support coordinator with the application/induction process.
- Identify and progress reasonable adjustments pre gateway.
- Provide monthly reports to key accounts as required.
- Provide support to all customers on EPA Pro, including providing training on how to use the system to training providers and employers within the portfolio.
- Onboard and induct new customers allocated to the portfolio.
- Understand and apply Ofqual compliance conditions and work within these when completing gateway audits, ensuring that any assessments are completed within the required timeframes.

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Page 1 of 3

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- Complete gateway audits, planning meetings and allocate End Point Assessors to apprentices as per standard operating procedures.
- Confirm and add EPA bookings to EPA Pro, with responsibility for quality control of the information added.
- Report, analyse and monitor EPA planning meetings.
- Report back to Operations and Centre Manager of any capacity and capability issues with EPA's.
- Provide solutions to routine complaints and provide potential solutions for appeals and complex problems to the Operations and Centre Manager.
- To work to the highest high level of quality and integrity, remaining compliant with all SIAS policies and processes

### Knowledge Skills and Qualifications

- Qualified to Level 3 (A Level equivalent) or hands on experience of resource allocation/project management/coordination/Operations experience.
- Experience of resource scheduling in a dynamic environment.
- Experience in a training/development environment (preferably in a science or technical environment).
- Experience of managing a portfolio of work with responsibility for problem solving.
- Evidence of recent CPD and a drive to continually learn.
- An understanding of apprenticeships and standards.
- Ability to analyze, interpret and present information and data.
- A quality mind-set with a passion for accuracy and attention to detail.
- Evidence of using a project management/resource scheduling approach to meet objectives.
- Motivated self-starter and network builder, focused and driven to achieve goals in line with business targets and deadlines.
- Adaptable, with the ability to adjust working style to suit the needs of different target audiences.
- Able to work in an evolving business environment, at pace and with quality. Be able to respond positively to change, contributing own ideas to achieve business aims.
- Able to work independently and effectively.

### Language Guide

**SLA** – Service Level Agreement

**EPA** – End Point Assessment

**EPA Pro** – System used within SIAS

**TE's** – Technical Expert

**RA's** – Registered Assessor

**CPD** – Continual Professional Development

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Page 2 of 3

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NOTE: This job description is not intended to be all inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.

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