

Operations Manager

Job purpose: To take responsibility for ensuring BPEC and its approved/assessment centres deliver services and products effectively and in compliance with regulatory body requirements.

Line Manager: Business Area Manager.

Work Location: Either office based, or Home/field based (UK) with occasional attendance at BPEC Head Office, 1-2 Mallard Way, Pride Park, Derby DE24 8GX.

Job summary: Ensuring qualification delivery, assessment and quality processes meet the high-quality standards demanded by regulatory bodies and stakeholders e.g. centres, learners, and employers. Managing processes and human resources to ensure policies and procedures are fit for purpose, followed and where necessary enforced to maintain public confidence in BPEC and its products.

Roles and Responsibilities:

Centre Engagement

- Plan, monitor, carry out and control approved/assessment centre engagement activities.
- Co-ordinate and control colleagues and sub-contract staff carrying out approved/assessment centre engagement activities.
- Management of centre approval process taking the responsibility for recommending centre approval to deliver BPEC products.
- Satisfactorily complete visit reports and quality engagements managing outcomes.
- Coordinate and facilitate the training of aspirant EQAs, IQAs and Assessors.

Quality

- Lead and support the development, maintenance, and implementation of BPEC's systems, policies, procedures, and processes.
- Ensure compliance with our regulatory requirements (including Centre Assessment Standards Scrutiny).
- Manage and monitor EQA's and IQA's to ensure assessment decisions are consistent and in line with BPEC requirements.
- Provide advice, guidance and training to EQAs.
- Standardising EQA practices and processes, including leading on standardisation activities.
- Plan and deliver effective training and development.
- Lead on investigations into suspected or alleged malpractice and/or maladministration.
- Enable BPEC staff and its approved assessment centres to work compliantly and to provide support, training, guidance and best practice regarding the prevention, identification and reporting of suspected or actual cases of malpractice and/or maladministration.
- Monitor and review IQA and Assessor performance to ensure a consistent approach is maintained.
- Where grading is required, lead and take responsibility for moderation.
- Review assessment evidence results/recommendations for individual learners rejecting/authorising certification or in non-straightforward cases referring decisions to Business Area Manager.
- Make certification award decisions.

Appeals and Complaints

- Investigate and report on appeals and complaints relating to BPEC, BPEC's products, services and approved centres delivery of BPEC products.

Communication

- Provide advice to centres on improving existing qualification and assessment provision.
- Represent BPEC at stakeholder meetings and events.
- Develop effective relationships with customers and stakeholders.
- Provide reports to line manager as and when required.
- Act as a brand ambassador for the BPEC group on social media.
- Contribute to BPEC internal and external written and digital communications.

Assessment Formulation

Advise and support the development team on:

- Upgrading existing assessments in order to comply with procedural changes.
- Design, develop and implement new assessments including end-point assessment.
- Opportunities to develop qualifications/assessments which are required by industry and profitable to our business.

Other Duties

- Manage and Lead on Internal EQA & IQA processes.
- Account management of a portfolio of BPEC's Key Customers.
- Contribute to the development and implementation of business and operational plans.
- Own areas of the operational plan and whole responsibility for individual plans.
- Provide support and expertise to all BPEC colleagues.
- Attendance and contribution to all team and staff meetings.
- Any other duties as reasonably requested.

Person Specification:

Key Requirements:	Essential/ Desirable
Qualifications:	
Level 3 technical BSE sector competence qualification (minimum)	E
A1 (Assessors) & V1 (IQA) qualifications or equivalent	E
V2 (EQA) qualification or equivalent (or willing to achieve within 12 months of being appointed)	E
ACS CCN1 & CENWAT or equivalent	D
Renewable qualifications/competencies	D
Experience:	
Experience of leading quality assurance activities	E
Worked in a regulated assessment/awarding/certification environment	E
Evidence of forging strong working relationships with clients or customers	E
Experience of working in the FE and/or private training sector	E
Post qualification experience of a minimum of 5 years working in the plumbing, heating, gas engineering or electrotechnical industry	E
Confident and competent decision maker, with analytical skills to ensure appropriate decisions are taken	E
Managing complaints and appeals	D
Leading and managing projects and people	D
Managing malpractice and/or maladministration investigations	D
Skills/Knowledge:	
Ability to manage own time and workloads, being self-motivated and disciplined in meeting deadlines and milestones.	E
Ability to recognise actual or potential conflicts of interest of self and others and take appropriate corrective actions	E
Positive 'can do' attitude with the ability to solve problems and take corrective actions when issues are identified	E
Expertise in the assessment/awarding process and the relevant subject/sector areas	E
Excellent verbal and written English skills	E
Ability to communicate well and influence others	E
Keen eye for attention to detail and accuracy	E
Understanding of BPEC and industry accreditation schemes	D
Understanding of UK-wide policy and reforms in education and training	D
Qualities:	
Confident and dynamic personality with a strong creative outlook	E
The ability to act with integrity and impartiality	E
Flexible approach and outlook, with an ability to bring fresh ideas to the job	E
Ability to work individually and as a team member	E
Other Requirements:	
An understanding of health and safety in the workplace/home office	E
PC literate across Microsoft Office and Adobe products	E
Hold a full driving licence and be willing to travel on a national basis and to work away from home	E
An entitlement to work in the UK	E