

# Personal specification for independent end point assessor

## Operational delivery officer

### Essential industry specific qualifications and experience

- Experience of leading discussions and chairing meetings.
- Demonstrable experience of the Civil Service or Local Government
- Experience of Customer Service in a Civil Service/Local Government environment

### Essential qualifications and experience

- Occupationally competent in a customer service context within the Civil Service and/or Local Government with current experience within the last 5 years
- Hold the qualifications/experience as specified in the published assessment plan
- Experience of working with Quality Assurance processes and complying with regulatory requirements

### Essential knowledge and skills

- Specific knowledge about the relevant industry area for the role
- Experience of producing clear, accurate and concise written reports, including remarks/enquiries about results
- Proficient IT skills
- Analytical, critical thinking skills
- Excellent written and verbal communication skills with substantive experience of providing supportive, concise feedback to either learners, or staff (direct reports)
- Organisational skills and the ability to prioritise effectively
- Ability to work independently but also lead a team

### Availability

- Flexibility to travel across England and stay away overnight if required
- Driving License

### Desirable

- Experience of preparing for and presenting to a target audience
- Up to date knowledge of Legislation, policies and procedures
- D32, D33, A1 or Level 3 TAQA Certificate in Assessing Vocational Achievement or equivalent or experience of Assessing
- An understanding of 'Trailblazer' apprenticeships
- An understanding of Ofqual requirements and any other regulators including Industry bodies