

Principal Independent End-point Assessor (PIEPA)	
Role Overview	Support and standardise a team of Lead Independent End-point Assessors
1. Standardisation	
1.1	Develop and present content for training, standardisation, upskilling and updates, liaising with the relevant teams
1.2	Support Assessor practice, to ensure that assessment practices, policies and procedures are adhered to in line with City & Guilds and regulatory arrangements
1.3	Contribute to the annual Lead and Independent End-point Assessor review process
2. Assessment Delivery	
2.1	Support City & Guilds with the investigation of Enquiries about Results, Appeals and customer complaints
3. Associate support	
3.1	Mentor and support Lead Assessors in line with their task profiles
4. Advice to City & Guilds	
4.1	Support the City & Guilds team with the recruitment, selection and training of new Assessors
4.2	Provide support to the City & Guilds teams on technical queries, as required
4.3	Contribute to the annual review process for Lead Assessors and Assessors
4.4	Produce a Principal Assessor report, reporting on trends and issues identified by Assessors, customers and sampling
5. Communication	
5.1	Respond to phone calls and emails within 2 working days
5.2	Inform City & Guilds immediately if unable to complete allocated work

All duties must be carried out in accordance with City & Guilds procedures and instructions.