

Information Pack

Business Support Administrator

General Information about Open Awards

How to Apply

Job Description

Person Specification

Open Awards

Introduction

Set up in 1981, Open Awards (formerly Open College Network North West Region) has been in business for over 35 years. We are a Company Limited by Guarantee and a registered charity.

Open Awards is based in Speke, Liverpool and currently employs 24 full-time and part-time staff and a number of external moderators who are currently contracted on an annual basis. The range of services we offer is extensive as we aim to deliver an effective and efficient service.

We welcome applications from all sectors and communities and are able to make specific arrangements and adjustments for candidates whose circumstances require this.

What We Do

Open Awards is a partnership of many different organisations, including Further Education Colleges, Higher Education Institutions, Voluntary and Community Organisations, and Employers. We are an Awarding Organisation recognised and regulated by OfQual to develop and approve units and qualifications for inclusion in the register of regulated Qualifications. We are also recognised by the Quality Assurance Agency for Higher Education (QAA) as an Access Validating Agency (AVA) to develop and approve Diplomas leading to entry to Higher Education.

We work with education and training organisations to promote quality and access in education and training so that individual learners can obtain nationally recognised credit and qualifications for achievements.

Open Awards encourages the development of qualifications to meet the needs of adults under-represented in education and training. We work with schools, employers and training providers to develop alternative qualifications for learners. Each year thousands of learners use our credits to progress on to other courses and qualifications in Further and Higher Education, in the community and in the workplace.

Open Awards seeks to:

- improve education and training opportunities for learners;
- ensure flexibility of learning opportunities;
- provide progression opportunities through credit accumulation and transfer arrangements; and
- provide and enhance equality of opportunity in all aspects of the learning environment.

The vision, mission and values of Open Awards are:

Vision: To change lives through learning.

Mission Statement: To support educational achievement for all learners.

Values:

- **Excellence**
To exceed standards in all we do, inspire excellence in our staff, centres and learners, and deliver a personalised customer service that surpasses expectations.
- **Respect**
To foster a culture of respect and inclusiveness, being receptive to each other and customers, and acting with integrity.
- **Innovation**
To listen, learn, discover and develop; to respond effectively to and invest in our staff, centres and learners.
- **Aspiration**
We strive to be visionary and influential

Open Awards Services

Open Awards offers a high quality accreditation and certification service for education and training. We are committed to offering:

- Value for money, including reasonable recognition and certification charges and a not-for-profit ethos.
- Contact with knowledgeable and responsive staff, who have curriculum expertise and offer detailed professional support.
- Access to a network of education and training organisations.
- An efficient administrative and certification service, with clear service standards.
- A commitment to promoting wider access to learning, equality of opportunity and recognition of achievement.
- Access to a comprehensive range of services, support workshops and training.

In particular Open Awards offers access to:

- Full advice and support for Open Awards accreditation, units and qualifications.
- A bank of approved units of achievement and qualifications.
- Staff development activities and curriculum forums to support networking, good practice and collaboration, and a range of specific training activities.

How to Apply

Candidates should complete the application form outlining how they meet the criteria for the post (max two sides A4).

Completed forms should be returned to:

Eve Burgess
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

Email application to:-
Eve.burgess@openawards.org.uk

The **closing date** for applications for the post is Thursday 16th November at midday.

Open Awards

JOB DESCRIPTION

TITLE OF POST: Business Support Administrator

RESPONSIBLE TO: Customer Relations Manager

STATUS: Permanent – Full Time

FUNCTION OF THE POST:

- To provide efficient and effective administrative support for Open Awards products and services.
- To work with the Customer Relations Manager and Development and Marketing Officers to ensure continuous improvement of Open Awards administrative systems and procedures to meet the needs of our customers and regulators
- To provide admin support and training on Open Awards products and services to customers and staff.
- To support the maintenance of the Open Awards website and social media platforms
- To support external marketing, communications and events in accordance with the Development and Marketing operational plan

MAIN DUTIES AND RESPONSIBILITIES:

1. To provide high quality customer service to centres and other stakeholders, including:
 - Providing advice and guidance to Centres in offering Open Awards products/services to best support their needs;
 - Providing support/training for Centres in using the Open Awards systems (e.g. portal, unit bank, website);
 - Promptly review and process new course/qualification notification forms, learner registration forms and results received and liaise with centres;
 - Recording receipt of verification reports against courses and qualifications on the Open Awards database.
 - Deal with enquiries/queries from Centres;
 - Communicate changes to Centres and staff.
2. To support the operationalisation of Open Awards products and services, including:
 - Formatting and proof reading unit content;
 - Inputting unit details onto the Ofqual Portal;
 - Adding units to Quartz database;
 - Updating programmes and courses;
 - Collating qualification guides;
 - Recording and maintaining accurate and current data on the Open Awards database;

- Checking all documentation for accuracy and validity before issuing;
 - Ensuring a robust system for certification is in place to produce certificates and send securely to Centres;
 - Reviewing the processes and procedures for the secure certification of Open Awards products and making recommendations for change.
3. To provide admin support and training to Centres and staff on Open Awards processes, products and services.
4. Generate reports from the Open Awards database and other reporting tools to support:
- Business activity;
 - Production of EMSI reports
 - Accuracy of data and identification of duplication;
 - Monitoring service standards to ensure excellent customer service is maintained and service standards are met.
5. Work collaboratively with Open Awards staff to provide a robust support network for Open Awards products and services.
- To ensure customer information is effectively communicated;
 - To support the development of new products, services and resources, including e-learning materials;
6. To provide clerical support including:
- Taking and circulating minutes from panels and staff meetings;
 - Typing, photocopying, maintenance of office equipment
 - Maintaining stationery supplies and printed supplies e.g. letterheads, certificates
 - Carrying out filing and scanning
 - Dealing with general email enquiries and post
 - Answering telephone and dealing with general telephone enquiries
 - Managing meeting room bookings
 - Booking travel, accommodation, conferences for staff
 - Preparing information packs for centre visits, training and events;
 - Formatting documents
 - Amending marketing materials and documents
7. To provide support for marketing and communications at Open Awards, including:
- Contributing to the annual marketing planning process and the internal communication group.
 - Monitoring the marketing tracker email inbox and respond to queries;
 - Producing case studies in a range of media including written, photographs, videos
 - Supporting the maintenance the Open Awards website and social media platforms
 - Support the administration of internal and external communications, including newsletters, direct mail-outs and internal updates
 - Working across Open Awards team to identify and share appropriate customer feedback via all marketing channels;
 - Supporting the administration of external conferences, events, training venues, and workshops
 - Produce attendance certificates for training and events;

General responsibilities

8. Follow Open Awards procedures accurately and reliably.
9. Present a professional approach.
10. Maintain up to date records of activities in Quartz database in accordance with policies and procedures.
11. Work with other members of the Open Awards team to co-ordinate activity.
12. Travel to, and work from any site that the duties of the job may require.
13. Carry out any other duties as specified, from time to time by the Management Team.
14. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
15. It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Open Awards policies, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, Open Awards Health and Safety policy, and the Mission, Vision and Values of Open Awards.

Open Awards Mission, Vision and Values

Our Vision is:

To change lives through learning.

Our Mission Statement is:

To support educational achievement for all learners.

Our Values are:

- Excellence: To exceed standards in all we do, inspire excellence in our staff, centres and learners, and deliver a personalised customer service that surpasses expectations.
- Respect: To foster a culture of respect and inclusiveness, being receptive to each other and customers, and acting with integrity.
- Innovation: To listen, learn, discover and develop; to respond effectively to and invest in our staff, centres and learners.
- Aspiration: We strive to be visionary and influential.

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

Flexibility will be required in this role to meet the needs of the organisation.

Job description reviewed – October 2017

