Information Pack

ICT Officer

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 together with a supporting statement 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 5pm on Wednesday 20th June 2018

Open Awards

JOB DESCRIPTION

TITLE OF POST: ICT Officer

RESPONSIBLE TO: Director of Corporate Services

STATUS: Full Time Fixed term 12 month contract

FUNCTIONS OF POST:

- To manage, develop and maintain the Open Awards database and portal.
- To undertake regular checks on database performance, solve problems and implement database changes with staff and customers.
- To develop interactive forms.
- To provide training and support to customers and staff on developing and maintaining Open Awards processes and systems.
- To produce key data, reports and documentation to support Open Awards products
- To add Qualifications to the Open Awards database and test functionality of award for Qualifications.
- To maintain bespoke Open Awards ICT systems and documentation, e.g. Access to HE Diploma submission form (MERLIN) and the Access to HE Markbook
- To work closely with the Information Systems Officer, Development and Marketing Officer and Customer Relations Manager
- To manage the external ICT contractors , e.g. Portico, Coelrind

MAIN DUTIES AND RESPONSIBILITIES:

Functional Responsibilities

1. To work with the Director of Corporate Services to develop and maintain the Open Awards database and web portal:
- To advise managers on the functionality of the database to enhance communication and record documentation;
- To set up new systems on the database and implement changes;
- To test database amendments/updates for accuracy before implementation;
- To manage and monitor database developments, changes and queries with the database developers;
- To perform regular checks to ensure the Open Awards database and portal contain accurate information, operate effectively and make recommendations for change;
- To deal with day to day issues and solving problems as they arise;
- To update staff and customers on the use of new systems and documentation.
- To check Open Awards products are administered through efficient processes.

2. Support centres in developing operational systems and processes that meet regulatory guidelines.

3. To produce interactive forms and guidance documents for customers and staff. Liaise with customers to discuss changes.

4. To build Qualifications on the Open Awards database including operational information, titles, rules of combination, unit structures and awarding policies and check the accuracy of units, Qualifications and awards.

5. To support the implementation of external assessments on Open Awards systems.

6. To resolve issues relating to the award of Qualifications/credit on the database in conjunction with the Customer Relations Manager.

7. To produce reports through the Microsoft reporting tool, or SQL.

8. To format & update interactive forms and documentation.

9. To work with the Customer Relations Manager to produce and maintain:
   - Documentation for operational procedures;
   - Data reports for customers.

10. In conjunction with the Information Systems Officer manage, maintain and monitor the ICT Helpdesk system to ensure all IT issues raised by staff are resolved.

11. To maintain an efficient directory structure in the Open Awards shared directories.

General Responsibilities

12. Maintain up to date records of activities in the Open Awards database in accordance with policies and procedures.

13. Provide high quality customer service to centres and other stakeholders

14. Work with other members of the Open Awards team to coordinate activity

15. Travel to and work from any site that the duties of the job may require

16. Carry out any other duties as specified, from time to time by the Management Team

17. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken

18. 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.

Job Description Updated June 2018

Person Specification

Post Title: ICT Officer

Criteria	Knowledge and Skills	Essential/ desirable criteria
Qualifications and Training	1. Level 3 Qualification or above.	Essential
	2. IT qualification or equivalent	Essential
Experience	3. Have a good knowledge of Administration systems	Essential
	4. Experience of developing and implementing effective operational systems.	Desirable
	5. Experience of working with and applying IT systems to achieve efficiency e.g. use of database systems spreadsheets and other Microsoft Office products in a range of contexts and for a range of purposes.	Essential
	6. Experience of inputting, interrogating and manipulating data in a database/management information system.	Essential
	7. Have experience of producing documents and reports using Microsoft office, Adobe and database packages	Essential
	8. Have experience in producing and maintaining interactive forms.	Essential
Skills/Abilities	9. Ability to monitor workloads and deliver to agreed service standards.	Essential
	10. Ability to create and maintain good working relationships with customers and colleagues.	Essential
	11. Ability to work unsupervised be self motivated and use own initiative.	Essential
	12. Ability to work to tight/fixed timescales, prioritise work, meet deadlines and have excellent time management skills.	Essential
	13. Excellent communication and interpersonal skills.	Essential
	14. Excellent analytical, presentation, written and oral skills.	Essential
	15. Ability to implement changes and communicate to others.	
	16. Problem-solving skills.	Essential
	17. Be able to produce reports, forms and documents to a given quality standard.	Essential
	18. Be able to devise & implement new documents and evaluate and monitor their effectiveness.	Essential
	19. Be able to work on own initiative and effectively as part of a team.	Essential
	20. Ability to prioritise.	Essential
Commitment	21. A commitment to Equality & Diversity.	Essential
	22. An understanding of and a personal commitment to the Vision, Mission and Values of Open Awards.	Essential
	23. Commitment to Customer Service.	Essential
Other	24. Be adaptable, flexible and open to change.	Essential
	25. Willingness to travel.	Essential
	26. Willingness to undertake staff development activities.	Essential