

Information Pack

Functional Skills Officer

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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:

Nina Hinton
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

Email application to:-
nina.hinton@openawards.org.uk

The **closing date** for applications for the post is Monday 28th January at 5pm.

JOB DESCRIPTION

TITLE OF POST:	Functional Skills Officer
RESPONSIBLE TO:	Head of Business and Development
STATUS:	Part-time, fixed-term contract for 12 months 21 hours per week (number of days flexible – preferably over 4 or 5 days)
SALARY:	£23k FTE (Pro-rata'd for 21 hours per week)

FUNCTION OF THE POST:

- To support the development and maintenance of Reformed Functional Skills qualifications (Entry Level 1 – Level 2), assessment strategies and assessment banks
- To lead on the operations and procedures of the Open Awards Functional Skills Qualifications (Entry Level 1 – Level 2) in accordance with Ofqual regulatory requirements
- To develop and implement administrative processes to support the secure development, delivery, registration and award of the Open Awards Functional Skills qualifications
- To support and train centres and colleagues on the administrative processes for the Open Awards Functional Skills qualifications

MAIN DUTIES AND RESPONSIBILITIES:

Functional Skills Product Development and Maintenance

1. Support the management of assessment paper writers, subject specialists and assessment leads:
 - Support the recruitment and contracting of writers and content reviewers, subject specialists and assessment leads for Functional Skills assessment papers
 - Day-day coordination of writers, subject specialists and assessment leads
2. Coordinate the development of new Functional Skills assessments:
 - Liaise with Head of Quality and Standards and Head of Business and Development to ensure a suitable bank of assessment papers (including contingency papers) is maintained at all times to meet demand and in line with the approved assessment strategy
 - Coordinate the formatting and proof-reading of assessments in preparation for scrutiny panels / qualification paper evaluation committee (QPEC)
 - Organise and attend QPEC meetings and coordinate resulting actions
 - Coordinate the creation of assessments on Open Awards' assessment platform, including liaising with the assessment platform provider
 - Responsibility for version control and secure storage of live assessments, including communication of new or amended assessments across a range of stakeholders including internal and external

3. Support the maintenance of Open Awards Functional Skills Assessment Strategies:
 - Coordinate an annual review of the Functional Skills assessment strategies
 - Keep up to date with Ofqual subject-level General Conditions of Recognition and communicate changes to the wider team as required

Functional Skills Operations and Procedures

4. Ensure data relating to Functional Skills operations is up to date and accurate on Open Awards database and assessment platform, and the Ofqual Portal:
 - Responsibility for the maintenance of accurate qualification and assessment records on the Ofqual Portal and Open Awards' database and assessment platform
 - Undertaking regular monitoring and audit activities in relation to Functional Skills data
 - Provide data reports to the wider team to support business and regulatory activities, including standardisation and paper/learner performance reviews
 - Advise on database and assessment platform developments for Functional Skills qualifications and undertake system testing on any agreed changes
5. Ensure the Open Awards Functional Skills qualifications are administered through efficient processes that comply with Ofqual regulations and Open Awards' approved assessment strategy:
 - Coordinate the secure administration of printing, posting, scanning and recording paper-based assessments
 - Coordinate the development and reviews of processes to underpin the operationalisation of Functional Skills qualifications
 - Ensure processes map to Ofqual's General Conditions of Recognition
 - Identify and action improvements to processes to support Open Awards operational and business priorities
 - Support providers and colleagues with the implementation of new or changes to processes
 - Work collaboratively with providers and Open Awards colleagues to address administration issues and ensure service standards are met

Training and Support

6. Provide support to the wider team as required with administration and dealing with general enquiries, including with regards to scheduling assessments and reasonable adjustments
7. Provide documentation and guidance on the administration processes for Open Awards Functional Skills qualifications
8. Deliver training on Open Awards Functional Skills administrative processes to providers and colleagues
9. Support the coordination of Functional Skills events, webinars and workshops with the Development and Marketing team
10. Support the development of Functional Skills related marketing and promotional materials in liaison with the Development and Marketing Officers such as case studies and news articles

General Responsibilities

11. Manage own performance to ensure service standards are met

12. Support the customer service team in the administration of Ofqual and non-regulated provision in coordination with the Customer Relations Manager
13. Maintain up to date records of activities in Quartz database in accordance with policies and procedures
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. 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 reviewed – January 2019

