Information Pack

ICT Support

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Open Awards

Introduction

Set up in 1981, Open Awards (formerly Open College Network North West Region) has been in business for over 40 years. We are a Company Limited by Guarantee and a registered charity.

Open Awards is based in Speke, Liverpool and currently employs 40 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
Director of Corporate Services

Eve.burgess@openawards.org.uk

The **closing date** for applications for the post is **Sunday 10th January 2021**

Open Awards

JOB DESCRIPTION

TITLE OF POST: **ICT Support**

RESPONSIBLE TO: **Information Systems Officer**

SALARY: **£22,000 - £24,000 per annum (subject to experience)**

STATUS: **Full Time – Fixed term contract for 9 months**
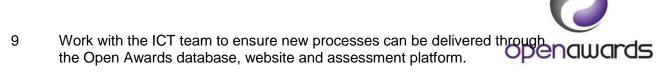
FUNCTIONS OF POST:

- To support the ICT systems for Open Awards ensuring the smooth running of Open Awards network and IT applications.
- To produce and analyse data for management and regulatory reporting.
- To provide help-desk support to resolve ICT problems.
- To liaise with ICT contractors to ensure systems are maintained and issues resolved
- To work with the ICT team on mapping processes and migrating data to a new database.

MAIN DUTIES AND RESPONSIBILITIES:

a) Functional Responsibilities

1   To produce analyse and report statistical information for internal and external purposes.

2   To produce reports through the Microsoft reporting tool, or SQL and participate in the development of the reporting structure.

3   To maintain and monitor the ICT Helpdesk system to ensure all IT issues raised by staff are resolved.

4   To install and configure new equipment and applications.

5   To monitor and maintain computer systems and networks.

6   To liaise with staff and customers to resolve ICT issues/faults.

7   To set up new users' accounts and profiles and deal with password issues.

8   To test and evaluate new ICT systems.

9   Work with the ICT team to ensure new processes can be delivered through the Open Awards database, website and assessment platform.

10   Work with the ICT team to migrate data to a new database.

11   Deal with technical issues such as forgotten passwords, viruses, connectivity or email issues.

12   To liaise with IT contractors to resolve network and IT application issues.

13   To provide all staff and Management with standard and specific reports, as requested, and produce these for the monitoring of service standards.

14   To maintain and enhance the IT hardware and software systems used by Open Awards to ensure the smooth running of all IT systems.

15   To be responsible for putting systems in place to ensure accurate database records are maintained.

16   To liaise with providers to facilitate electronic transfer of data.

17   To monitor the use of qualifications/Qualification units and to provide quarterly reports to the Open Awards Directors ensuring accuracy of data.

18   To support the effective and efficient operation of Open Awards by:
●   Liaising with staff across Open Awards and disseminating information to assist them in their job role.
●   Undertake problem solving and deal with day to day issues

General Responsibilities

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

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

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

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

23   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 December 2020.

Person Specification

Post Title: IT Support

Criteria	Knowledge and Skills	Essential/desirable criteria
Qualifications and Training	1. Level 3 qualification or above. 2. ICT qualification.	Essential Desirable
Experience	3. Experience of maintaining a network. 4. Experience of dealing with general IT helpdesk issues. 5. Experience of setting up PC's and laptops for users 6. Good working knowledge of a database systems. 7. Experience of developing and implementing effective operational systems. 8. 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. 9. Experience of developing reports using report writing tools or SQL. 10. Experience of inputting, interrogating and manipulating data in a database/management information system and extracting/collating statistics for report purposes.	Desirable Essential Desirable Essential Essential Essential Essential Essential Essential
Skills/Abilities	11. Ability to monitor workloads and deliver to agreed service standards. 12. Ability to create and maintain good working relationships with customers and colleagues. 13. Ability to work unsupervised, be self-motivated and use own initiative. 14. Ability to work to tight/fixed timescales, prioritise work, meet deadlines and have excellent time management skills. 15. Ability to work across teams. 16. Excellent communication and interpersonal skills. 17. Excellent analytical, presentation, written and oral skills. 18. Excellent customer service skills. 19. Ability to implement changes and communicate to others. 20. Problem-solving skills.	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential
Commitment	21. A commitment to Equality & Diversity. 22. An understanding of and a personal commitment to the Vision, Mission and Values of Open Awards. 23. Commitment to Customer Service.	Essential Essential Essential
Other	24. Be adaptable, flexible and open to change. 25. Willingness to travel. 26. Willingness to undertake staff development activities. 27. Ability to work from home	Essential Essential Essential Essential