

Information Pack

Data Analyst

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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:

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 26th April at 5pm.

JOB DESCRIPTION

TITLE OF POST: Data Analyst

RESPONSIBLE TO: Head of Business and Development

STATUS: Full Time - Fixed-term (12 months)

SALARY: £25 - £28k (dependent on experience)

FUNCTIONS OF POST:

To develop and implement a programme of data analysis to enable Open Awards to monitor and evaluate product/ service performance.

To supply high quality information for quality management, product / service development, and operational management.

To manipulate, analyse and interpret complex data sets relating to Open Awards products and services.

To prepare reports for internal and external audiences using business analytics reporting tools.

MAIN DUTIES AND RESPONSIBILITIES:

Data Analysis

- 1 To develop and implement monitoring and evaluation processes.
- 2 To produce, analyse and report statistical information to the Open Awards Management Teams, the Board and its Committees, QAA, Ofqual, UCAS and DfE.
- 3 To liaise with internal and external customers to fully understand data content and contextual factors
- 4 To create data dashboards, graphs and visualisations.
- 5 Produce and track key performance indicators.
- 6 Design and carry out surveys and analyse survey data.
- 7 To provide sector and competitor benchmarking.
- 8 To work with the Information Systems Officer to identify data collection requirements to support business intelligence.
- 9 To manage multiple requests at any one time; prioritising based on business and teams' needs

Qualifications and Assessments

- 10 To evaluate the use of qualifications/qualification units and to provide quarterly reports to the Product Development team.
- 11 To report to Open Awards validity panels on the performance of qualifications against agreed measures, including:
 - Completion rates
 - Achievement rates
 - Progression and outcomes of learners
 - Unit usage
 - Delivery and assessment methods
 - Stakeholder feedback
 - Learner demographic data
- 12 To evaluate the performance of Open Awards controlled assessments against agreed quantitative and qualitative factors, including:
 - Achievement rates
 - Resit / retest rates
 - Question-level performance data
 - Demand of subject content areas
 - Modes of delivery
 - Learner demographic data

Quality Assurance

- 13 To report to Head of Quality and Standards on centre-level performance against agreed measures, including:
 - Completion and achievement rates
 - Cohort sizes
 - Learner demographic data
 - Delivery and assessment methods
 - Error / incident rates
- 14 To identify risk factors for individual centres and report to Quality and Standards Advisors.

Projects

- 15 To support project and programme work, including:
 - Setting up and attending workshops / scoping meetings to understand what is needed from a data perspective
 - Working with project teams to draw out requirements
 - Reviewing data collection requirements
 - Agreeing reporting mechanisms
 - Producing monitoring and evaluation reports for specific projects

General Responsibilities

1. To ensure information held electronically is compliant with the data protection act. To manage any requests for information under the Act.
2. Maintain up to date records of activities in Quartz database in accordance with policies and procedures.
3. Work with other members of the Open Awards team to co-ordinate activity.
4. Travel to and work from any site that the duties of the job may require.
5. Carry out any other duties as specified, from time to time by the Management Team.
6. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
7. 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.

Person Specification: Data Analyst

Criteria	Knowledge and Skills	Essential/desirable criteria
Qualifications and Training	1. Relevant Level 3 Qualification or above e.g. statistics, business information systems (or demonstrable experience)	Essential
Experience	2. Experience of using data analysis tools. 3. Experience of developing and implementing effective operational systems. 4. 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. 5. Experience of reporting outcomes and recommendations in a range of formats and to a range of audiences. 6. Experience of inputting, interrogating and manipulating data in a database/management information system and extracting/collating statistics for report purposes. 7. Experience of implementing statistical methodologies and data analysis techniques. 8. Experience of producing clear graphical representations and data visualisations.	Essential Essential Essential Essential Essential Essential
Skills/Abilities	9. Excellent numerical and analytical skills. 10. Ability to monitor workloads and deliver to agreed service standards. 11. Ability to create and maintain good working relationships with customers and colleagues. 12. Ability to work unsupervised be self-motivated and use own initiative. 13. Ability to work to tight/fixed timescales, prioritise work, meet deadlines and have excellent time management skills. 14. Ability to work across teams. 15. Excellent communication and interpersonal skills. 16. Excellent analytical, presentation, written and oral skills. 17. Excellent customer service skills. 18. Strong attention to detail and ability to work accurately 19. Ability to communicate and implement changes. 20. Problem-solving skills. 21. Have a good working knowledge of the requirements of the Data Protection Act.	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential
Commitment	22. A commitment to Equality & Diversity. 23. An understanding of and a personal commitment to the Vision, Mission and Values of Open Awards. 24. Commitment to Customer Service.	Essential Essential Essential
Other	25. Be adaptable, flexible and open to change. 26. Willingness to travel. 27. Willingness to undertake staff development activities.	Essential Essential Essential