

JOB DESCRIPTION

TITLE OF POST:	Remote Assessment Officer
RESPONSIBLE TO:	Quality Assurance Manager
SALARY:	£26,429
STATUS:	Full time, 12 months fixed term (flexible working pattern including evenings and weekends)
LOCATION:	Remote / home-based

FUNCTIONS OF THE POST:

- To invigilate online assessments undertaken under controlled conditions – for Functional Skills and other qualifications and End-point assessments.
- To undertake the role of remote assessor/ invigilator for Functional Skills English Speaking Listening and Communicating (SLC) assessments at Level 1 and Level 2.
- External quality assurance of remote assessments administered by other invigilators, including short notice monitoring of live assessments. This includes providing advice and guidance to encourage best practice.
- To implement a risk-based approach for Open Awards remote assessment and invigilation team, mentoring and supporting colleagues as required.
- To support in the production of guidance, training and standardisation relating to remote invigilation and assessment
- To contribute to Open Awards risk-based approach to provider monitoring.
- To provide administrative support to Customer Service and Quality teams as required

MAIN DUTIES AND RESPONSIBILITIES:

Invigilator

1. Remotely invigilate online assessments undertaken under controlled conditions in line with Open Awards guidelines
2. Complete Open Awards documentation in relation to online assessments in a timely manner
3. Upload evidence, including video recordings, to Open Awards systems in a timely manner
4. Provide support to learners before, during and after online assessments as required, in line with Open Awards guidelines
5. Provide cover for other invigilators at short notice

Assessor/ Invigilator of Functional Skills English SLC

6. Provide support to all learners in the SLC assessment before, during and after their assessment session as required, in line with Open Awards guidelines
7. Complete Open Awards documentation in relation to online assessments in a timely manner
8. Upload evidence, including video recordings, to Open Awards systems in a timely manner
9. Provide cover for other invigilators at short notice

External quality assurance of remote assessments

10. Review video recordings and other evidence of assessments to ensure that Open Awards guidance is followed, liaising with colleagues to set actions as required.
11. Review evidence of SLC assessments completed remotely to ensure that assessment decisions are valid and supported by sufficient evidence.
12. Complete external quality assurance documentation in line with Open Awards guidance.

Risk-based monitoring of assessors/ invigilators

13. Implement Open Awards risk-based approach to performance management of remote assessors and assessors/ invigilators through observation and feedback
14. Support other invigilators with problem-solving during assessments, including signposting to appropriate colleagues as required.
15. Identify improvements to processes to support Open Awards quality and customer services teams

Guidance, training and standardisation

16. Support the development of training and guidance materials for remote assessors and invigilators
17. Co-ordinate training and standardisation events for invigilators/assessors

General Responsibilities

18. Manage own performance efficiently to ensure service standards are met
19. Support the quality and customer service teams in the administration of Open Awards online assessments
20. Maintain up to date and accurate records of activities in Open Awards database and systems in accordance with policies and procedures.

21. Work with other members of the Open Awards team to co-ordinate activity.
22. Carry out any other duties as specified, from time to time by the Management Team.
23. Support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
24. 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 June 2021

PERSON SPECIFICATION

Post Title: Operations Officer

Criteria	Knowledge and Skills	Essential/ desirable criteria
Qualifications and Training	<ol style="list-style-type: none"> Level 3 Qualification or above. English language qualification at Level 2 or above. Assessor qualification D32/D33/A1 or equivalent. Quality assurance qualification D34/V1, D35/V2 or equivalent 	Essential Essential Desirable Desirable
Experience	<ol style="list-style-type: none"> Experience of assessing Functional Skills. Experience of invigilating assessments. 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 Essential Essential
Skills/Abilities	<ol style="list-style-type: none"> Ability to make valid assessment decisions against Functional Skills SLC requirements Confident in using technology for communicating (e.g. video-call and conference-call software) Ability to monitor workloads and deliver to agreed service standards. Ability to work to tight/fixed timescales, prioritise work, meet deadlines and have excellent time management skills. Ability to lead a team and work across teams. Excellent communication and interpersonal skills. Excellent customer service skills. Problem-solving skills. 	Essential Essential Essential Essential Essential Essential Essential Essential
Commitment	<ol style="list-style-type: none"> A commitment to Equality & Diversity. Commitment to data protection principles, including the need to maintain confidentiality. An understanding of and a personal commitment to the Vision, Mission and Values of Open Awards. Commitment to Customer Service. 	Essential Essential Essential
Other	<ol style="list-style-type: none"> Be adaptable, flexible and open to change. Willingness to undertake staff development activities. 	Essential Essential

(Job Description written June 2021)