

Information Pack

Product Development Systems Officer

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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 Thursday 5th August.

Open Awards

JOB DESCRIPTION

TITLE OF POST:	Product Development Systems Officer
RESPONSIBLE TO:	Business Development Manager
STATUS:	Full Time Fixed term 12-month contract
SALARY:	£25,000 - £27,000 per annum (dependent on experience)

FUNCTIONS OF POST:

This role will be responsible for building qualifications, products, and assessments in the Open Awards database and assessment platform. They will work closely with:

- ICT Officer to ensure that products comply fully with Open Awards awarding policy and regulatory requirements.
- Operations Officer to ensure that there is an efficient handover from 'Development' through to 'Operations'.

The role sits within the Product Development team to ensure an accurate understanding of the products and how they will need to work within the relevant systems.

- To work with Product Development and Business Development teams to take new products, qualifications and assessments and set them up in the Open Awards database and assessment platform(s)
- To process amendments/adaptations to products, qualifications and assessments
- To work with the ICT and Operations teams to ensure all new products are tested thoroughly before they are launched
- To work across teams to roll-out new products, ensuring a full understanding of how they work and the impact on operational procedures
- Random sampling on existing products and qualifications

MAIN DUTIES AND RESPONSIBILITIES:

Functional Responsibilities

Qualifications

This role will be responsible for supporting the development of the following qualification types:

- Ofqual-regulated qualifications
- Access to HE Diplomas
- End-Point Assessments

1. 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, including:
 - Attendance at scrutiny and validity panels
 - Providing advice/guidance on how new products and qualifications will work in the Open Awards database
 - Ensuring a full audit trail is maintained from development through to 'launch'
 - Ensuring qualifications built in the database accurately match the product specification and regulator databases, and comply with all agreed operational procedures
 - Checking that all qualification components and units have been set up accurately
2. To work closely with ICT and Operations teams to ensure all new products are checked for accuracy and thoroughly tested before they are launched, assuring the accurate award of qualifications
3. To process amendments to qualifications in the Open Awards database, including:
 - Supporting the processing of minor changes to qualifications
 - Implementing changes to qualifications following a validity review
 - Implementing adaptations made to qualifications
 - Liaising with ICT and Operations teams to ensure any amendments to qualifications comply with all agreed operational procedures

Assessments

This role will be responsible for supporting the development of the following assessment types:

- Functional Skills (Maths, Reading, Writing)
 - Multiple-choice question (MCQ) assessments
 - End-Point Assessments (including MCQs; observations; professional discussions; controlled tasks; interviews; presentations)
4. To build a range of external assessments and mark schemes in the Open Awards assessment platform, including:
 - Attendance at Qualification Paper Evaluation Committee meetings
 - Provide advice/guidance on how different assessment types will work in the assessment platform
 - Ensure a full audit trail is maintained from development through to 'launch'
 - Ensure assessments built in the platform accurately match the assessment version approved at QPEC meetings and comply with all agreed operational procedures
 5. To work closely with ICT and Operations teams to ensure all new assessments are checked for accuracy and thoroughly tested before they are launched, assuring full compliance with operational procedures, assessment strategies, and regulatory requirements
 6. To implement changes to assessments, including:
 - Amendments to questions and assessments following standardisation or awarding activities
 - Entering pass marks for assessment instruments following awarding activities

7. To work with the Data Analyst to ensure performance of assessments can be effectively monitored
8. To work with relevant teams to identify areas of improvement to the Open Awards database, assessment platform, and operational procedures for new products
9. To provide training and guidance internally and externally on new qualifications, products, and assessments including the impact on operational procedures

General Responsibilities

10. To support operations within business development functions of the organisation, including marketing and communications
11. Maintain up to date records of activities in the Open Awards database in accordance with policies and procedures.
12. Provide high quality customer service to providers and other stakeholders
13. Work with other members of the Open Awards team to coordinate activity
14. Travel to and work from any site that the duties of the job may require
15. Carry out any other duties as specified, from time to time by the Management Team
16. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken
17. 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

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 July 2021

Person Specification

Criteria	Knowledge and Skills	Essential/ desirable criteria
Qualifications and Training	<ol style="list-style-type: none"> 1. Maths and English qualifications at Level 2 or above 2. Level 3 Qualification or above. 3. 	Essential Desirable
Experience	<ol style="list-style-type: none"> 4. Have a good knowledge of Administration systems, including databases and/ or marketing platforms (eg. wordpress; mailchimp) 5. Experience of developing administrative policies and procedures 6. Experience of using and interrogating databases 7. Experience of developing and maintaining internal and external customer relationships 8. Experience of working in an educational environment 9. Experience of developing or supporting the administration of qualifications/ assessments 10. 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. 11. Have experience of producing documents and reports using Microsoft office, Adobe and database packages 	Essential Essential Desirable Essential Desirable Desirable Essential Essential
Skills/Abilities	<ol style="list-style-type: none"> 12. Ability to build strong relationships with customers and colleagues 13. Ability to write for a range of audiences and purposes 14. Ability to develop and implement processes that meet regulatory requirements 15. Ability to discuss and make clear systems and processes to customers 16. Strong organisational skills 17. Ability to represent Open Awards in discussions with customers and other stakeholders 18. Strong verbal and written communication skills 19. Be self-motivated and use own initiative to meet agreed targets 20. Ability to organise work on multiple accounts/ tasks at once 21. Ability to work as part of a team 22. Ability to identify and solve problems and suggest solutions 23. Keen eye for detail 24. Be ICT literate using Microsoft Office and Outlook in a range of purposes 	Essential Desirable Essential Essential Essential Essential Essential Essential Essential Essential Essential

Commitment	25. A commitment to Equality & Diversity. 26. An understanding of and a personal commitment to the Vision, Mission and Values of Open Awards. 27. Commitment to Customer Service.	Essential Essential Essential
Other	28. Be adaptable, flexible and open to change. 29. Willingness to travel. 30. Willingness to undertake staff development activities.	Essential Desirable Essential