

# Job Vacancy Information Pack

## Quality Assurance Officer

Thank you for your interest in working at Open Awards. This pack should give you everything you need to know to apply for this role and what it means to work at Open Awards.

In this pack, you will find:

Our Values

Information about Open Awards

How to Apply

Job Description

Person Specification

If you would like an informal chat about this vacancy, you can contact Clare Graves, Quality Assurance Manager on [clare.graves@openawards.org.uk](mailto:clare.graves@openawards.org.uk)

# OPEN AWARDS

## Our Mission, Visions and Values

### VISION

To Change Lives Through Learning



### MISSION

To Support Educational Achievement For All

### VALUES

Excellence  
Innovation  
Respect  
Aspiration



At Open Awards, our **learners' aspirations** are at the heart of what we do.

As a not-for-profit organisation and a registered charity, we are all passionate about our organisation's mission to **change lives through learning**.

This manifests in our flexibility and creativity when it comes to working with our providers and learners. We know our providers want to support their learners to **achieve the very best outcomes** and, as a small team, we pride ourselves on having the **flexibility, knowledge** and **passion** to react quickly and intelligently to individual **learners' and employers' needs**.

#### Open Awards seeks to:

- improve education and training opportunities for learners;
- ensure flexibility of learning opportunities;
- provide progression opportunities; and
- provide and enhance equality of opportunity in all aspects of the learning environment.

## Who are Open Awards?

We are an Awarding Organisation approved by Ofqual and an Access Validating Agency approved by the Quality Assurance Agency for Higher Education (QAA). We provide Ofqual regulated qualifications and units across a range of sectors, QAA Access to Higher Education Diplomas and also offer bespoke quality endorsed units and flexible learning solutions. We also support the delivery of traineeships, apprenticeships and supported internships and are an end-point assessment organisation approved by Education and Skills Funding Agency (ESFA). Our qualifications and units are used across a range of education settings including Further Education, schools, sixth-form colleges, prisons, private training providers and third sector organisations.

To explore what we offer further, watch our short video below.



## 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.

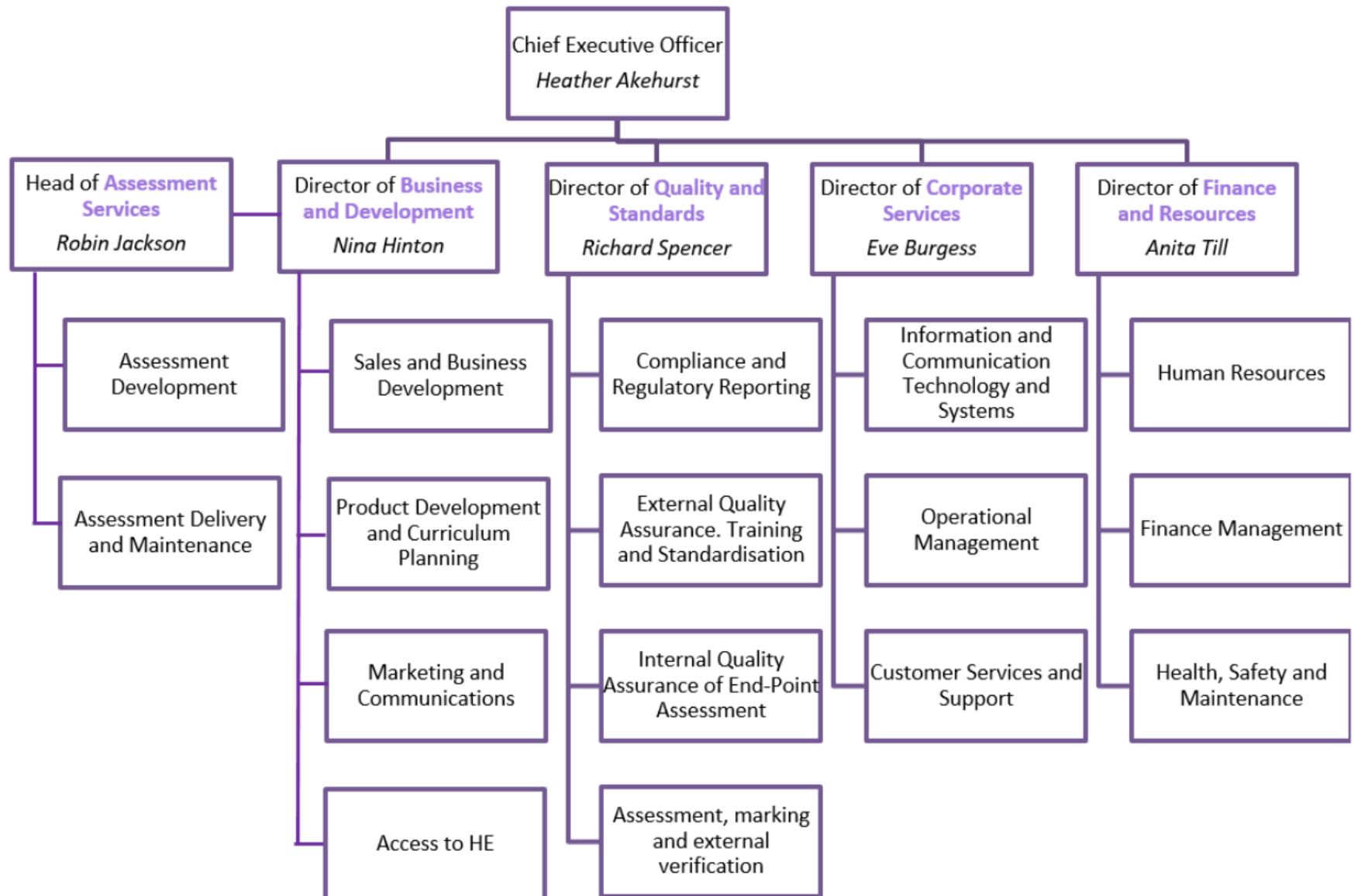
In particular, Open Awards offers access to:

- 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.

## Meeting the Team

The role you are applying for is based within the Quality and Standards team.

We are a small organisation and encourage all teams to work together across the wider structure. As such you will be working, on a daily basis, with a wide range of colleagues across the team structure.



## How to Apply

To apply for this role, please complete the application form together with a supporting statement outlining how you meet the criteria for the post (max two sides A4).

Completed forms should be returned to:

Clare Graves  
Open Awards  
Estuary Commerce Park,  
17 De Havilland Drive  
Speke  
Liverpool

Email application to:-

[clare.graves@openawards.org.uk](mailto:clare.graves@openawards.org.uk)

The **closing date** for applications for the post is Monday 31<sup>st</sup> January 2022 at 5pm.  
We reserve the right to close the advert early if we receive sufficient suitable applications.

## Equality and Diversity

Open Awards is committed to making the recruitment process as fair as it can be. We want our workforce to reflect the diverse customer and learner base we support and we continue to work to create an inclusive culture where everyone is valued for who they are and the contribution they make to our mission and vision.

Our recruitment, selection, and assessment process is based entirely on skills and competencies of the specific roles. We judge the application, not the person.

We are a disability confident employer; if you have a disability and your application meets the minimum criteria for the post, we guarantee you will be interviewed.



## Job Description

**TITLE OF POST:** Quality Assurance Officer  
**RESPONSIBLE TO:** Quality Assurance Manager  
**SALARY:** £26,957 per annum  
**STATUS:** Full Time Permanent

### **FUNCTIONS OF THE POST:**

- To co-ordinate the operations of quality assurance and training activities relating to Open Awards qualifications and units in line with regulatory requirements.
- To develop, implement and disseminate internal processes for quality assurance activities that are compliant with regulatory requirements.
- To run key performance data reports relating to quality assurance activities in order to help drive improvements
- To co-ordinate the production of guidance, training and standardisation relating to quality assurance activities
- To coordinate training bookings and resourcing.
- To provide administrative support to Quality and Standards team colleagues as required

### **MAIN DUTIES AND RESPONSIBILITIES:**

#### **Quality Assurance Operations**

1. Coordinate the operations of quality assurance activities
  - Effectively manage the quality inbox, acting as the first line responder, allocating complex queries efficiently and ensuring responses are made within service standards.
  - Allocate and monitor the effectiveness of workload allocations for quality assurance staff and contractors (Quality and Standards Advisors, External Quality Assurers, Access to HE Subject Specialist Moderators)
  - Coordinate the recruitment, selection and performance management of contractors to ensure organisational and regulatory requirements are met.
  - Quality assure contractor's draft report and liaise with them to finalise reports in accordance with set criteria, recording and disseminating securely and in a timely manner.
  - Participate in external quality assurance and compliance activities including short notice scrutiny, incident reporting, investigation of potential cases of malpractice or maladministration and attendance at Access to HE Final Awards Boards.

## **Processes**

2. Ensure that quality assurance activities are administered through efficient processes that comply with regulatory requirements, including:
  - Coordinate the development and scheduled review of all internal processes for the processes to underpin the quality assurance of Ofqual-regulated and quality endorsed provision.
  - Ensure Open Awards' quality assurance processes map to Ofqual Conditions of Recognition Quality Assurance Agency (QAA) for Access to HE and other regulatory requirements
  - Identify improvements to processes to support Open Awards operational and business priorities
  - Clearly communicate and work collaboratively with colleagues from across Open Awards to operationalise internal processes effectively
  - Support providers and colleagues to comply with the requirements of quality assurance and controlled assessment processes.
3. Monitor processes and services against published service standards.

## **Performance data**

4. Monitor, analyse and report on the impact of Open Awards' quality assurance activities, including:
  - Provider risk ratings
  - Quality assurance activities at providers
  - Customer feedback relating to external quality assurance
  - Timeliness of the production of reports
  - Attendance at provider training and events
  - The investigation, recording and response to quality assurance errors and incidents
5. Actively participate in Open Awards' self-assessment activities to monitor compliance against the requirements of regulatory bodies.

## **Guidance, training and standardisation**

6. Ensure all published guidance relating to quality assurance arrangements remains accurate, current and compliant with regulatory requirements at all times.
7. Participate in the development, review, operational requirements and dissemination of guidance and training materials for providers, employers and colleagues.

8. Coordinate a calendar of quality assurance communications with organisations (providers offering Ofqual-regulated qualifications, Access to HE Providers, apprenticeship training providers).
9. Co-ordinate the Open Awards schedule of quality assurance training and standardisation events.
  - Collaborate with the Marketing team to ensure that training and events are published accurately and in a timely manner.
  - Coordinate bookings and provide access to delegates on online training
  - Ensure that delegates complete pre-event tasks as required.
  - Report to the wider team on attendance and non-attendance.
  - Analyse and report on delegate feedback, making recommendations for improvements.
10. Support the development of quality assurance-related marketing and promotional materials in liaison with the Development and Marketing Team such as case studies and news articles.

### **Badge of Excellence programmes**

11. Complete quality checks on Badge of Excellence applications and revalidate existing programmes.
  - Review evidence submitted to Open Awards
  - Liaise with the provider where evidence submitted does not meet Open Awards' Excellence Standards
  - Process successful applications

### **People Management**

12. Manage the work of administration staff and contractors as required to meet team objectives in accordance with the tasks set out in the job description.
  - Set realistic targets and deadlines
  - Undertake appraisals and performance management
  - Motivate and get the best from the role

### **General Responsibilities**

13. Provide administrative support to Quality and Standards team colleagues as required
14. Manage own performance efficiently to ensure service standards are met
15. Support the customer service team in the administration of Open Awards provision in coordination with the colleagues.



- 16.** Maintain up to date and accurate records of activities in Quartz database in accordance with policies and procedures.
- 17.** Work with other members of the Open Awards team to co-ordinate activity.
- 18.** Travel to and work from any site that the duties of the job may require.
- 19.** Carry out any other duties as specified, from time to time by the Management Team.
- 20.** To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
- 21.** 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.

## Person Specification

Criteria	Knowledge and Skills	Essential/ desirable criteria	
<b>Qualifications and Training</b>	1. Level 3 Qualification or above.	Essential	
	2. Recognised Assessment or Quality Assurance qualification	Desirable	
<b>Experience</b>	3. Working in a similar role in an educational environment.	Essential	
	4. Developing and implementing effective administrative policies and procedures.	Essential	
	5. Developing and maintaining customer relationships.	Essential	
	6. Inputting, interrogating and manipulating data.	Essential	
	7. Performance management of staff and contractors.	Desirable	
	8. Assessing, internal and/or external quality assuring.	Desirable	
<b>Skills/Abilities</b>	9. Ability to coordinate activity of a team to ensure effective use of resources to meet targets.	Essential	
	10. Be self-motivated to use own initiative and prioritise work to meet agreed targets.	Essential	
	11. Develop, implement and disseminate processes that are operationally effective and meet regulatory requirements.	Essential	
	12. Ability to build strong good working relationships with customers and colleagues.	Essential	
	13. Ability to interpret and communicate complex information (including data) in a clear manner.	Essential	
	14. Represent Open Awards in discussions with customers and other stakeholders.	Essential	
	15. Strong verbal and written communication skills.	Essential	
	16. Ability to work as part of a team.	Essential	
	17. Ability to identify and solve problems and suggest solutions.	Essential	
	18. Keen eye for detail.	Essential	
	19. Ability to manage staff, including independent contractors.	Essential	
	20. Be ICT literate using Microsoft Office and Outlook for a range of purposes.		
	<b>Commitment</b>	21. A commitment to Equality & Diversity.	Essential
		22. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards.	Essential
23. Commitment to Customer Service.		Essential	
<b>Other</b>	24. Be adaptable, flexible and open to change.	Essential	
	25. Willingness to travel.	Desirable	
	26. Willing to undertake staff development activities.	Essential	