

# Job Vacancy Information Pack

## Business Development Officer (EPA)

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 Donna Wells, Business Development Manager, on [donna.wells@openawards.org.uk](mailto:donna.wells@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.

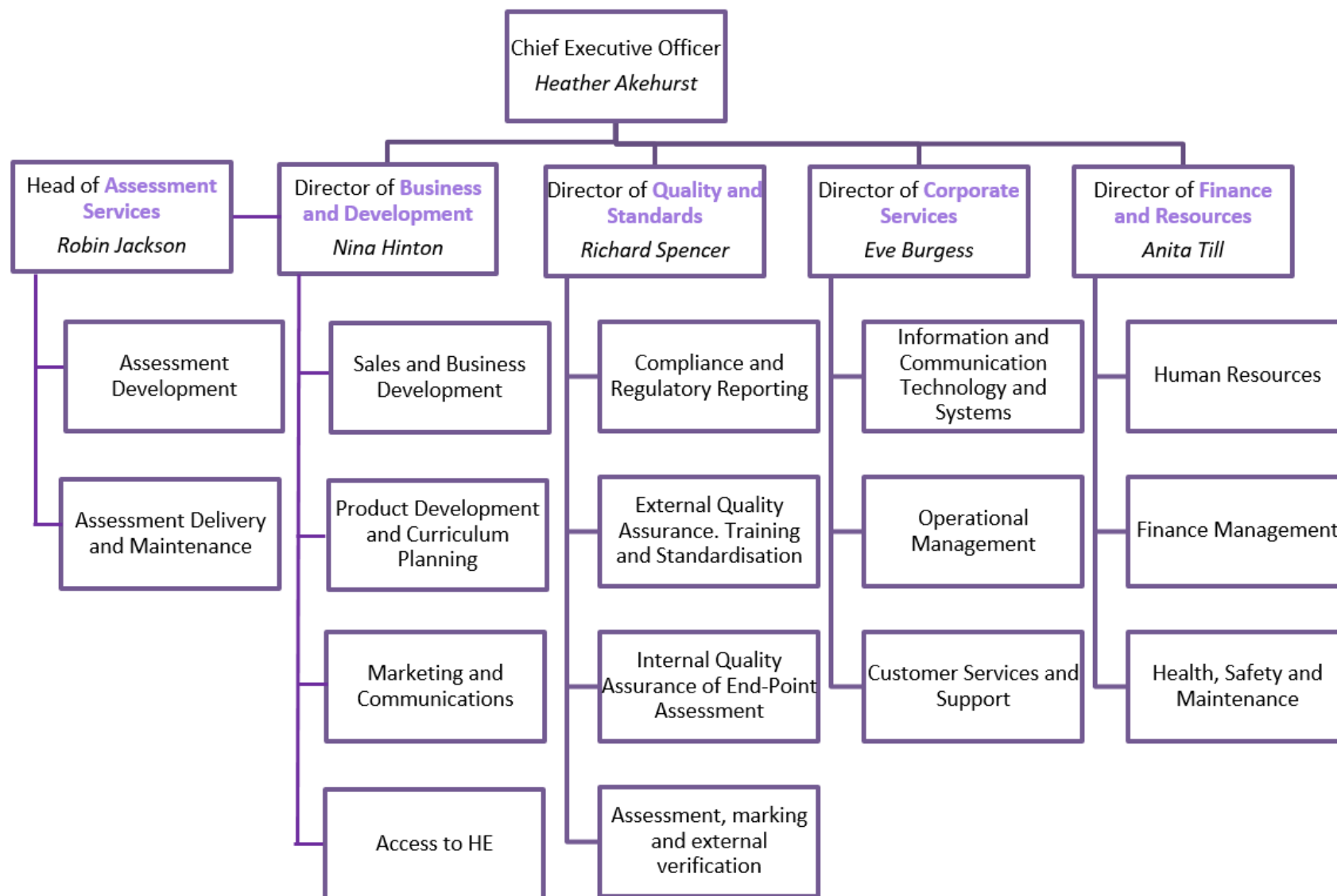
In particular Open Awards offers access to:

- 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 Business and Development 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:

Donna Wells  
Open Awards  
Estuary Commerce Park,  
17 De Havilland Drive  
Speke  
Liverpool

Email application to:-  
[donna.wells@openawards.org.uk](mailto:donna.wells@openawards.org.uk)

The **closing date** for applications for the post is Friday 5<sup>th</sup> February. We may close the advert early if we get sufficient applicants.

## 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:** Business Development Officer (EPA)

**RESPONSIBLE TO:** Business Development Manager

**STATUS:** Full-time (35 hours per week)  
Permanent

**SALARY:** £26,957 (dependent on experience)

### FUNCTIONS OF POST:

- To support the Business Development team with growing our End-Point Assessment Organisation (EPAO) Services.
- To work with training providers and employers to ensure they are supported with delivering Open Awards qualifications and products.

### MAIN DUTIES AND RESPONSIBILITIES:

1. To be the first point of contact for enquiries from training providers or employers looking to work with Open Awards as an EPAO:
  - Respond to new business enquiries within 2 working days of receipt.
  - Respond to general queries and requests for information from potential new providers.
  - Provide advice and guidance in relation to Open Awards' End-Point Assessment (EPA) products and services.
  - Proactively follow up on communications and meetings in order to convert leads into sales.
2. To support training providers and employers to complete the sign-up process:
  - Carry due diligence checks and risk assessments.
  - Arrange and support meetings between new providers and Business Development Managers as required.
  - Assist provider staff in completing the paperwork and providing the necessary supporting information.
  - Chase outstanding documentation and payments to ensure the process is completed in good time.
  - Produce and agree action plans.
3. To support training providers and employers in understanding Open Awards EPAO policies and procedures and to preparing learners for their assessments:
  - Develop and maintain relationships with key staff at new providers.
  - Nurture new providers and employers for their first 6 months of operation to support them in becoming established with Open Awards.
  - Liaise with colleagues across Open Awards to ensure training providers and employers receive support and training to meet their action plan.
4. To support business development functions including:
  - Attending networking events.
  - Generating interest in Open Awards' EPA services.
  - Identifying employers and subject experts to support the development of EPA services.
  - Representing Open Awards at events and meetings.

5. To report against business development KPIs to wider business development team, Senior Management Team, and Board of Trustees as required.
6. To support the wider assessment development functions including:
  - Supporting the writing and reviewing of applications to ESFA and Ofqual to expand Open Awards' EPA offer.
  - Proof-reading and finalising assessment and qualification guide documents.
  - Deal with customer queries.
  - Support the marketing functions with the team e.g. direct mail-outs; newsletters; external communications.
  - Provide input at business development and promotional events and meetings.
7. Ensure compliance with regulatory requirements at all times.
8. Oversee the work of support staff as required to meet project objectives in accordance with the tasks set out in the job description.

### **General Responsibilities**

9. Represent Open Awards at a local and national level.
10. Provide high quality customer service to providers and other stakeholders.
11. Maintain up to date records of activities in Quartz database in accordance with policies and procedures.
12. Travel to and work from any site that the duties of the job may require.
13. Carry out any other duties as specified, from time to time by the Management Team.
14. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
15. 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 – New January 2022

## Person Specification

Criteria	Knowledge and Skills	Essential/ desirable criteria
<b>Qualifications and Training</b>	<ol style="list-style-type: none"> <li>Level 3 qualification or above.</li> <li>Evidence of continued professional development.</li> </ol>	Desirable Desirable
<b>Experience</b>	<ol style="list-style-type: none"> <li>Experience of sales or marketing, including dealing with telephone and email enquiries.</li> <li>Experience of developing and maintaining customer relationships.</li> <li>Experience in an educational setting in dealing with Awarding Organisations and regulatory bodies or having worked within an Awarding Organisation or End-Point Assessment Organisation.</li> <li>Experience of reporting information to wider teams and/or SMT level.</li> <li>Project or process management skills – the ability to plan and deliver to targets.</li> <li>Experience in developing and implementing new systems.</li> <li>Experience of communicating with customers from a range of educational settings and within different roles.</li> <li>Experience of delivering presentations or chairing meetings.</li> </ol>	Essential  Essential  Desirable  Desirable  Essential  Desirable Essential  Essential
<b>Skills/Abilities</b>	<ol style="list-style-type: none"> <li>Strong negotiation and facilitation skills.</li> <li>Strong interpersonal skills.</li> <li>High level communication skills both verbal and written.</li> <li>Ability to represent Open Awards in discussions with customers and other stakeholders.</li> <li>Ability to work on own initiative within agreed targets and goals.</li> <li>Ability to build strong relationships with customers and colleagues.</li> <li>Ability to develop and implement processes that meet regulatory requirements.</li> <li>Good understanding of the requirements for marketing/ selling of educational products and services.</li> <li>Ability to identify and critically evaluate business opportunities or providers to determine viability.</li> <li>Ability to work unsupervised, be self-motivated and use own initiative to meet agreed targets.</li> <li>Ability to organise work on multiple projects/accounts concurrently.</li> <li>Ability to identify and solve problems and suggest solutions.</li> <li>Be ICT literate using Microsoft Office and Outlook for a range purposes.</li> </ol>	Essential Essential Essential Essential  Essential  Essential  Essential  Essential  Desirable  Essential  Essential  Essential  Essential  Essential
<b>Commitment</b>	<ol style="list-style-type: none"> <li>A commitment to Equality &amp; Diversity.</li> <li>Commitment to customer services.</li> </ol>	Essential Essential
<b>Personal Attributes</b>	<ol style="list-style-type: none"> <li>Willing to undertake staff development activities.</li> <li>Be adaptable, flexible and open to change.</li> <li>Willingness to travel, including occasional overnight stays.</li> <li>Current driving licence.</li> </ol>	Essential Essential Essential Desirable