

# Job Vacancy Information Pack

## Product Development Officer (Wales)

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 Robin Jackson, head of Assessment Services, on [julie.goodwin@openawards.org.uk](mailto:julie.goodwin@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.

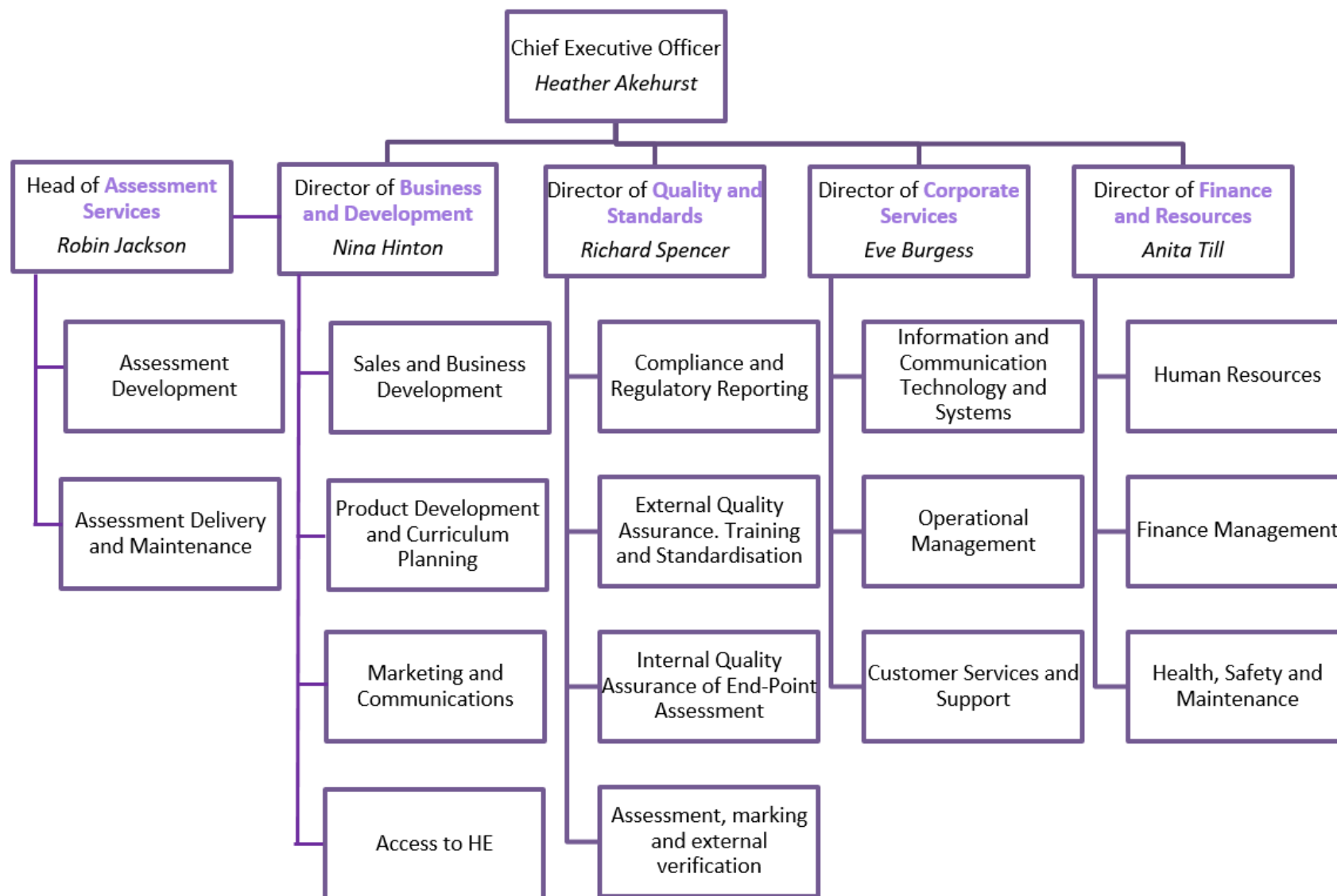
In particular Open Awards offers access to:

- 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:

Julie Goodwin  
Open Awards  
Estuary Commerce Park,  
17 De Havilland Drive  
Speke  
Liverpool

Email application to:-  
[julie.goodwin@openawards.org.uk](mailto:julie.goodwin@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:** Product Development Officer (Wales)

**RESPONSIBLE TO:** Product Development Manager

**SALARY:** £26,957 - £28,000 subject to experience

**STATUS:** Full-time, permanent

**FUNCTIONS OF POST:**

- To support the development of Open Awards portfolio of qualifications in Wales throughout their lifecycle
- To oversee the quality assurance and continuous improvement of developed materials and resources, including translation into Welsh language
- To support the development and diversification of business

**MAIN DUTIES AND RESPONSIBILITIES:**

**Product and Service Development**

1. Support the development of Qualification Wales regulated qualifications at Open Awards in line with strategic objectives and in conjunction with the Product Development Manager
  - Use intelligence from the labour market and centres to identify opportunities for qualification development
  - Coordinate the completion of qualification developments to agreed timescales, including agreeing rules of combination; writing and reviewing units; sourcing letters of support; writing purpose statements and supporting guidance
  - Contract with curriculum specialists as required
  - Present qualifications to scrutiny panels in order to secure approval for submission to Ofqual
  - Quality assure qualification guides and other support materials as complete and accurate
  - Coordinate the translation of content, guidance and resources into Welsh language
2. Review Open Awards portfolio of qualifications and units to ensure they remain valid and continue to meet stakeholder needs, including:
  - Review unit content (learning outcomes and assessment criteria) and indicative content
  - Collate and action feedback from stakeholders (including subject experts, delivery/training providers, and learners)
3. Ensure compliance with regulatory requirements at all times
4. Maintain up to date knowledge of qualification and funding policy
5. Oversee the implementation of newly developed and/or reviewed products and services in order to maximise sales and product awareness
  - Develop a marketing strategy in coordination with the Development and Marketing Officer
  - Liaise with staff across Open Awards and disseminating information to assist them in their job role.

6. Monitor trends in qualification and learning/assessment materials in order to ensure Open Awards proactively responds to the market
7. To develop, maintain and evaluate procedures and systems across Open Awards in line with regulatory requirements and update these systems to ensure continuous improvement. Relevant procedures include:
  - Qualification development
  - Unit development
  - Operational procedures
  - Quality assurance of products

## **Business Development**

8. To work with the Director of Business and Development and Product Development Manager with strategic and operational planning for delivery of qualifications in Wales, including project planning and resource allocation
9. To support business development functions including:
  - Attending networking events
  - Generating interest in Open Awards' qualifications in Wales
  - Representing Open Awards at events and meetings
  - Coordinate and lead workshops and events to support the implementation of newly developed products and services
10. To be the first point of contact for enquiries from education or training providers in Wales looking to work with Open Awards:
  - 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' products and services
  - Proactively follow up on communications and meetings in order to convert leads into sales
11. To support providers in Wales to complete the provider approval 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
12. To report against business development KPIs to wider business development team, Senior Management Team, and Board of Trustees as required
13. Develop and maintain relationships with staff within target centres in Wales, including providing advice and guidance around curriculum development
14. Identify new business opportunities and complete proposals to present to wider Business Development and Senior Management Teams

15. Manage the work of Development and Support staff as required to meet project 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
16. Disclose any incident, act, conviction, finding, disqualification or proceeding which may lead to consideration of the suitability to act as a Senior Officer of the organisation. This post is subject to a Standard Disclosure.

### **General Responsibilities**

17. Represent Open Awards at a local and national level
  18. Provide high quality customer service to centres and other stakeholders
  19. Provide support to centres on how to use Open Awards products and services and deal with requests for information
  20. Maintain up to date records of activities in Quartz database in accordance with policies and procedures.
  21. Travel to and work from any site that the duties of the job may require
  22. Carry out any other duties as specified, from time to time by the Management Team
  23. To 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
- 1.

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

[illegible]

	28. Be ICT literate using Microsoft Office and Outlook in a range purposes	Essential Essential
<b>Commitment</b>	29. A commitment to Equality & Diversity. 30. Commitment to customer services.	Essential Essential
<b>Personal Attributes</b>	31. Confident strategic thinker 32. Willing to undertake staff development activities 33. Be adaptable, flexible and open to change. 34. Willingness to travel, including occasional overnight stays 35. Current driving licence	Essential Essential Essential Essential Desirable