

Job Vacancy Information Pack

Database Manager

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 Richard Spencer on 07904 655949 or by email at richard.spencer@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.

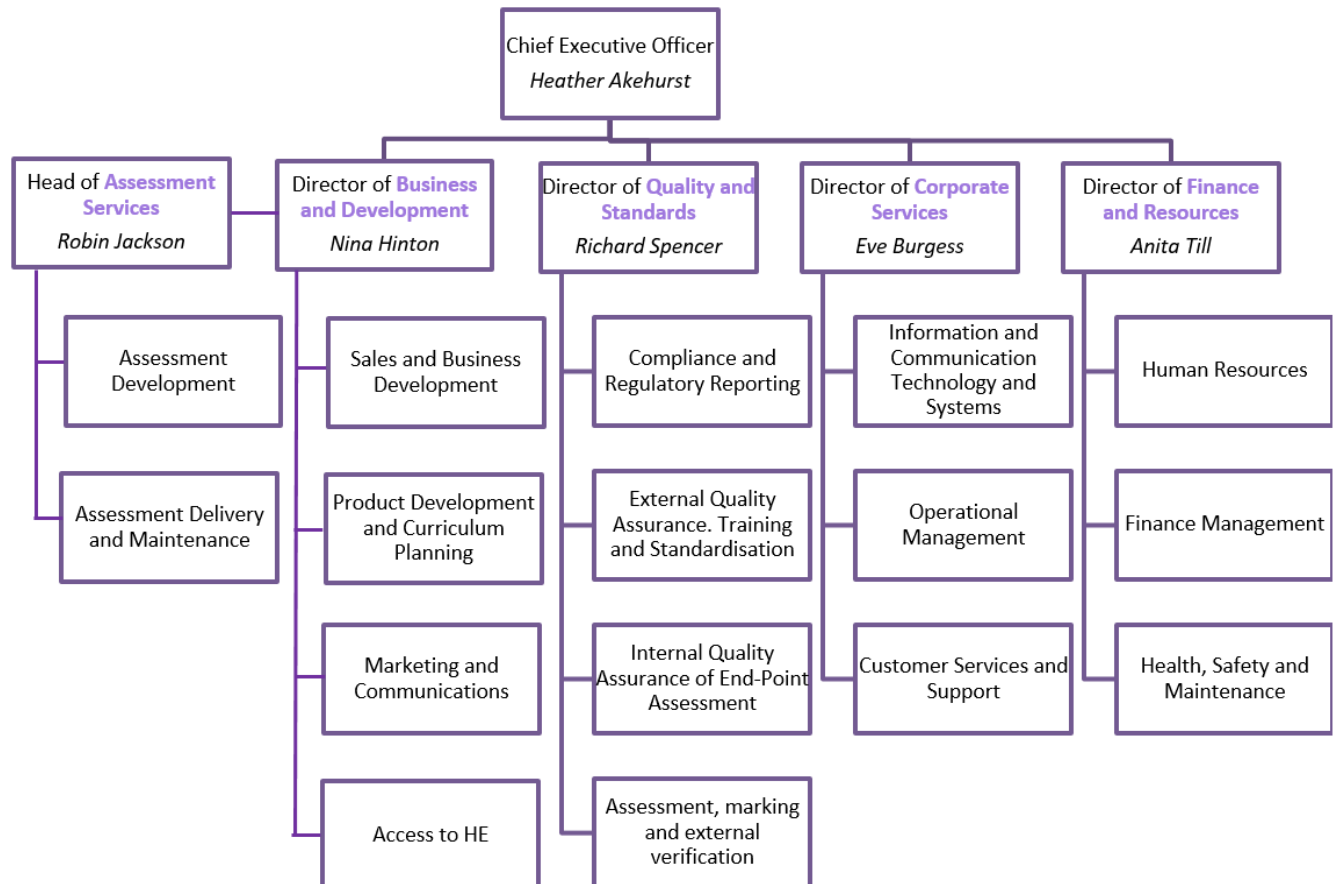
In particular Open Awards offers access to:

- 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 Compliance and Regulatory Reporting 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:

Richard Spencer
Open Awards
17 De Havilland Drive
Estuary Commerce Park
Speke
Liverpool L24 8RN

Email application to: richard.spencer@openawards.org.uk

The **closing date** for applications is Friday 20th May 2022.

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: Database Manager

RESPONSIBLE TO: Director of Quality and Standards

SALARY: £30,000 - £35,000 subject to experience

STATUS: Full-time

The role will work closely with Senior Managers, the ICT team and external contractors including software providers to ensure that our databases (including our XAMS and Learning Management systems) meet our growing business needs; and enable a good user experience for staff and providers.

The role is responsible for securely and correctly monitoring, maintaining, and initiating developments to Open Awards databases. A significant amount of time will be spent collaborating with users to identify the data they need to use, the frequency, what categories they require, and how you can make the process smoother for them. The role will be responsible for testing extensively to ensure accuracy and working to support the integration and relationships between the various platforms and systems so they aren't seen in isolation. Data troubleshooting, security, backup, and integrity are critical parts of the job.

This role will take the lead in reviewing and developing Open Awards Data Protection policies and procedures.

FUNCTIONS OF THE POST

- To review and develop database processes and procedures to meet Open Awards business needs.
- To manage the development of systems and procedures, taking account of database and website processes to identify and recommend improvements;
- To work with Senior Managers, Open Awards teams and external contractors to develop an ongoing development plan.
- To line manage a small staff team.
- To produce and deliver training for staff and providers as appropriate, including on Data Protection.

MAIN DUTIES AND RESPONSIBILITIES

Database management

1. To lead on reviewing and developing Open Awards database systems and procedures;
2. To be responsible for the management of the systems
 - Identify opportunities for change and make recommendations for improvements to systems and processes;
 - Discuss findings with Senior Managers and teams;
 - Produce process work flows.
3. To set realistic targets and timescales for system reviews;
4. To co-ordinate working groups to develop new processes and ensure agreed timescales are met;
 - Delegate tasks and track performance
 - Manage the progress of work making sure changes comply with regulatory requirements and mitigate risks;
 - Communicate regularly with working groups.
5. Provide monthly updates on progress, including action plans, risks, issues, costs;
6. To ensure revised systems and processes continue to meet Open Awards business and customer needs.
7. Work with Senior Managers and ICT to ensure IT User/Security Policy is fit for purpose and meets CyberEssentials requirements.

Operational responsibilities

8. Line manage a small staff team ensuring they are well supported.
9. Plan and deliver an ongoing programme of training for staff and providers as required.
10. Ensure that revised processes and procedures are effective and meet regulatory requirements, providing effective and robust regulatory reporting at the designated times.
11. Co-ordinate and attend meetings to agree changes.
12. Prepare papers and reports to Senior Management Team and the Open Awards Board.
13. Liaise with the Senior Management Team, Operational Managers and other teams to ensure good communication and direction is maintained.
14. Liaise with 3rd party contractors to develop knowledge and understanding of their systems.

15. Work closely with the ICT, Data and Marketing teams to ensure processes can be delivered effectively through Open Awards databases, website and assessment platform.
16. Work with the ICT and Data teams to develop ICT systems and map new processes.

General Responsibilities

17. Represent Open Awards at a local and national level.
18. Maintain up to date records of activities in Open Awards database in accordance with policies and procedures.
19. Work with other members of the Open Awards team to co-ordinate activity.
20. Travel to and work from any site that the duties of the job may require.
21. Carry out any other reasonable duties as specified, from time to time by the Management Team.
22. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
23. To support the organisation's commitment to child protection and safeguarding vulnerable adults and to promote a pro-active approach to understanding and implement Open Awards' safeguarding policy.
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.

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 produced – April 2022

Person Specification

Post Title: Database Manager

Criteria	Knowledge and Skills	Essential/ desirable criteria
Qualifications and Training	<ol style="list-style-type: none"> Level 4 Qualification or above ICT/Database Qualification 	Desirable Desirable
Experience	<ol style="list-style-type: none"> Experience of Database management skills Experience of development and implementation of systems and procedures Experience of developing and maintaining relationships; Experience of collecting, analysing and presenting data to meet reporting needs Experience of delivering training 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 Staff management experience 	Essential Essential Essential Essential Desirable Essential Desirable
Skills/Abilities	<ol style="list-style-type: none"> Excellent Database Management skills Ability to build strong relationships Ability to listen and create opportunity for feedback from internal and external stakeholders Ability to develop and implement processes that meet Open Awards requirements Strong verbal and communication skills and the ability to communicate with a variety of audiences Ability to organise work and prioritise Ability to work as part of a team Ability to create and maintain good working relationships with customers and colleagues Ability to work unsupervised be self-motivated and use own initiative Ability to work to tight/fixed timescales, prioritise work, meet deadlines and have excellent time management skills Excellent communication and interpersonal skills Ability to implement changes and communicate to others Be able to produce reports, forms and documents to a given quality standard Be able to devise & implement new documents and evaluate and monitor their effectiveness 	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential
Commitment	<ol style="list-style-type: none"> A commitment to Equality & Diversity 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 travel Willingness to undertake staff development activities Confident, resilient, professional person 	Essential Essential Essential Essential