

Job Vacancy Information Pack

Pharmacy Quality Assurer/ Lead Independent End-point Assessor

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 Dr Robin Jackson, Director of Assessment, on robin.jackson@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.

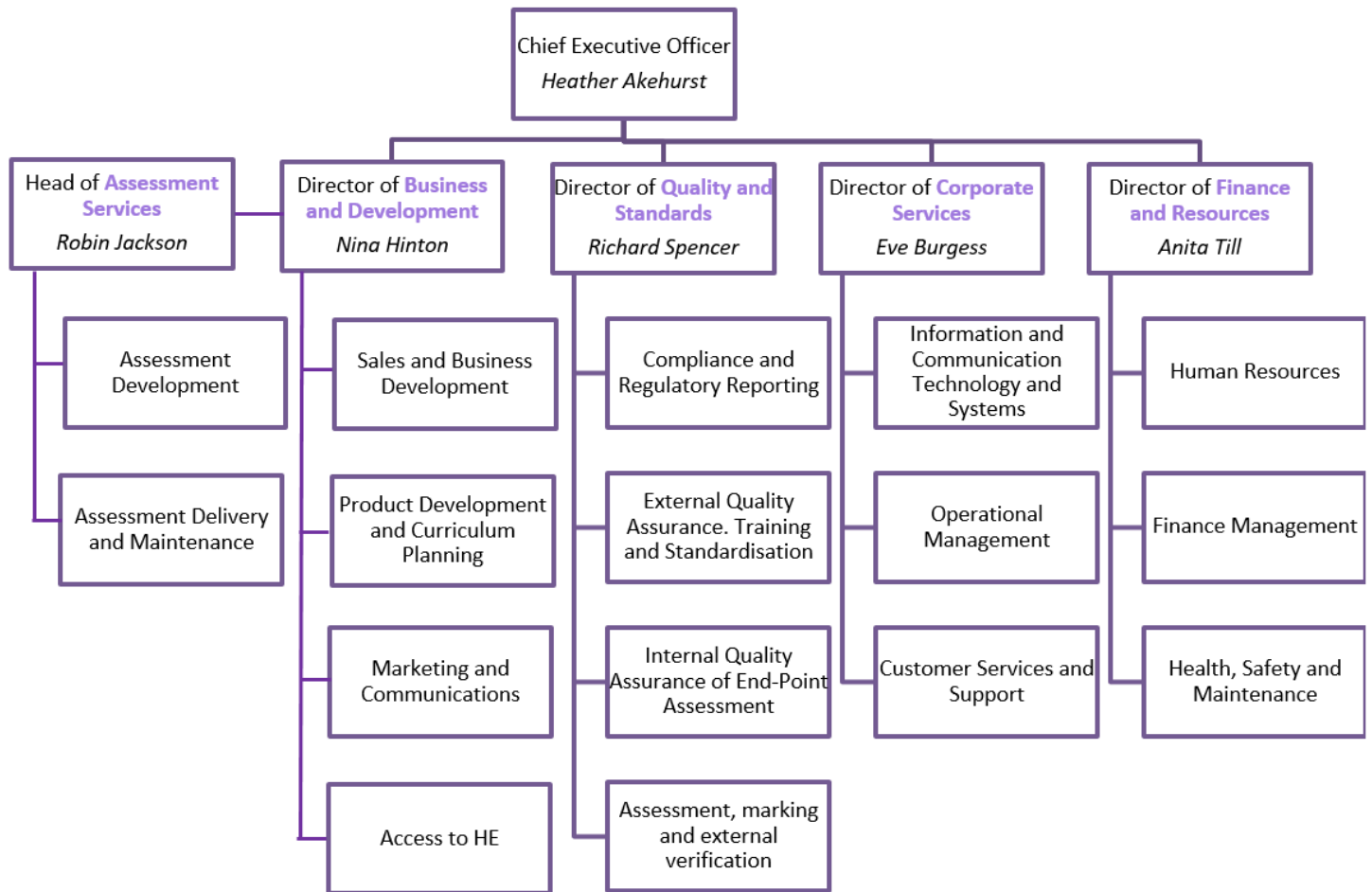
In particular Open Awards offers access to:

- 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.

Meet the Team

The role you are applying for is based within the Assessment Services 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:

FAO Dr Robin Jackson
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

Email application to:

robin.jackson@openawards.org.uk

The **closing date** for applications for the post is 12 noon Monday 19th September 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.



Open Awards

JOB DESCRIPTION

TITLE OF POST:	Pharmacy Quality Assurer/ Lead Independent End-point Assessor
RESPONSIBLE TO:	Assessment Delivery Manager
SALARY:	£32,884 per annum (Pro-rata)
STATUS:	0.4 FTE (14 hours per week) Permanent

FUNCTION OF THE POST:

- Provide a high-quality independent assessment experience for apprentices and their employers.
- Undertake assessment of apprentices in line with relevant Open Awards assessment strategies, guidance documents and supporting materials, ensuring high standards are maintained.
- Provide pharmacy specific technical advice and support to Open Awards to develop and continually improve assessment activities and associated resources.
- Work with the wider Open Awards team to develop and promote the Open Awards end-point assessment offer to all stakeholders.
- Recruit, train and manage a team of independent end-point assessors (IEPAs) to ensure a consistent and standardised approach to EPA.
- Quality assure assessment activities to minimise risks to assessment validity and reliability.

MAIN DUTIES AND RESPONSIBILITIES:

Assessment

1. Maintain a thorough working knowledge of all Open Awards end-point assessment policies and procedure, applying these impartially in practice.
2. Assess the knowledge, skills and behaviours of apprentices in line with the relevant standard and assessment plan, ensuring all assessment requirements are met.
3. Provide detailed feedback to justify and support assessment and grading decisions in line with defined criteria.
4. Comply with Open Awards assessment processes and operational requirements, ensuring assessment documents are completed fully and accurately, and submitted in line with defined timescales.
5. Ensure assessments accommodate reasonable adjustments where these have been approved in advance by Open Awards.
6. Maintain the confidentiality and security of live assessment instruments and supporting documentation, ensuring these and/ or their contents are not shared or communicated to unauthorised parties.
7. Support the maintenance of Open Awards assessment strategy and instruments, providing feedback on performance.
8. Monitor and manage the performance of individual IEPAs through sampling assessment activities and documentation in line with agreed sampling strategy and level of risk.

Technical advice and support

9. Provide support to Open Awards as required to deal with technical enquiries, including about assessments and reasonable adjustments, in a timely manner.
10. Support Open Awards in managing enquiries and appeals from apprentices in relation to assessment decisions.
11. Provide advice on potential improvements to assessment instruments and the assessment process and procedures.
12. Provide data and reports to Open Awards to support business and regulatory activities, including for standardisation and performance reviews.
13. Support the development of related marketing and promotional materials in liaison with the Development and Marketing team such as content for case studies and news articles.
14. Support the recruitment, induction and training of new IEPAs, confirming occupational competency and industry credibility.
15. Provide a point of advice and guidance to IEPAs on assessment queries.
16. Promote best-practice in assessment.

Standardisation and currency

17. Plan, develop and lead standard specific and other training and standardisation activities associated with the role.
18. Adapt and revise assessment practice in line with agreed outcomes from standardisation activities.
19. Undertake and maintain pharmacy specific continuous professional development (CPD) to ensure technical knowledge and skills are current and credible.
20. Provide evidence of CPD activities to Open Awards upon request.
21. Undertake CPD activities to ensure current apprenticeship standards, associated assessment plans and external quality assurance requirements are met.
22. Lead on the technical content of events, webinars and workshops.

Quality assurance

23. Work collaboratively with Open Awards colleagues to address assessment and administration issues in a timely manner and ensure service standards are met.
24. Collate feedback and learning to identify opportunities to drive improvements in assessment activities and service.
25. Report any suspected malpractice or maladministration concerns immediately to Open Awards.
26. Respond to requests for information or clarification to support quality assurance activities in a timely manner.
27. Complete any personal actions/ improvement requirements to the required standard within agreed timescales.
28. Monitor and manage the performance of a team of IEPAs.
29. Lead on the annual IEPA review process.
30. Produce a report every six months summarising intelligence obtained through IEPA monitoring, stakeholder feedback and industry networking, making recommendations for improvements.

General Responsibilities

31. Represent and promote Open Awards at a local and national level.
32. Inform Open Awards as soon as practicable of any change in circumstances that may result in an actual or potential conflict of interest, including in relation to the independence of end-point assessment.
33. Maintain up to date records of activities in databases in accordance with policies and procedures
34. Travel to and work from Open Awards offices and any site that the duties may reasonably require to undertake the duties of the role.
35. Provide Open Awards with any market intelligence relating to apprenticeship standards and competitor offers.
36. Contribute to the delivery and continuous improvement of Open Awards end-point assessment service
37. Carry out any other relevant duties as specified, from time to time by the Management Team.

38. Support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken
39. 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

Open Awards Mission, Vision and Values

Our Vision is:

To change lives through learning.

Our Mission Statement is:

To support educational achievement for all learners.

Our Values are:

- 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.

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 reviewed – August 2022

Person Specification

Post Title: Pharmacy Quality Assurer/ Lead Independent End-point Assessor

Criteria	Knowledge and Skills	Essential/ Desirable Criteria	Evidence source*
Qualifications and Training	1. Qualified and registered as a Pharmacist or Pharmacy Technician with the General Pharmaceutical Council (GPhC).	Essential	Q/C/R
	2. Hold a formal assessor qualification (e.g., D32/33, A1).	Essential	Q/C/R
	3. Hold or be working towards a formal internal quality assurance (IQA) qualification (e.g., D34, V1).	Essential	AF & Q/C/R
	4. Recognised teaching qualification or status (e.g., QTS/QTLLS).	Desirable	AF & Q/C/R
Experience/ Knowledge	5. Recent relevant experience as a Pharmacist or Pharmacy Technician with at least three years' experience in the role.	Essential	AF & I
	6. Understand pharmacy apprenticeship standards and their assessment plans.	Essential	AF & I
	7. Experience of assessing work-based competence.	Essential	AF & I
	8. Experience of delivery or administration of an Ofqual-regulated qualification.	Desirable	AF & I
	9. Experience of undertaking quality assurance within an education/ training environment.	Essential	AF & I
	10. Experience of developing and maintaining customer relationships.	Desirable	AF & I
	11. Experience of working in an adult/ further education environment.	Desirable	AF & I
	12. Experience of working remotely and contributing to video conferencing meetings.	Desirable	I
	13. Experience of managing a team of assessors.	Desirable	AF & I
	14. Experience of mentoring new assessors.	Desirable	AF & I
	15. Ability to build strong relationships with customers and colleagues.	Essential	AF & I
	16. Ability to comply with processes that meet regulatory requirements.	Essential	AF & I
	17. Ability to discuss and make clear systems and processes to customers.	Essential	AF & I
	18. Strong organisational skills.	Essential	AF & I
Skills/ Abilities	19. Ability to represent Open Awards in discussions with customers and other stakeholders.	Essential	I
	20. Strong verbal and written communication skills.	Essential	AF & I
	21. Self-motivated and able to use own initiative to meet agreed targets.	Essential	AF & I
	22. Ability to organise work on multiple tasks at once.	Essential	AF & I
	23. Ability to work as part of a team.	Essential	AF & I
	24. Ability to identify and solve problems and suggest solutions.	Essential	AF & I
	25. Keen eye for detail.	Essential	AF & I
	26. Be ICT literate using Microsoft Office and Outlook in a range of purposes.	Essential	AF & I

Criteria	Knowledge and Skills	Essential/ Desirable Criteria	Evidence source*
Commitment	27. Commitment to Equality & Diversity.	Essential	I
	28. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards.	Essential	AF & I
	29. Commitment to customer service.	Essential	AF & I
	30. Commitment to undertake staff development activities.	Essential	I
	31. Commitment to own Continuous Professional Development to maintain technical currency and credibility.	Essential	AF & I
Other	32. Adaptable, flexible and open to change.	Essential	AF & I
	33. Willingness and ability to travel nationally to meet the needs of the role.	Essential	I
	34. Prepared to undertake occasional overnight stays to meet the needs of the role.	Essential	I
	35. Confident professional person.	Essential	AF & I
	36. Suitable, secure and reliable internet connection.	Essential	I
	37. Declare any conflicts of interest that could impact on the role.	Essential	AF & I
	38. Full Driving Licence.	Desirable	AF & I
	39. Appointment subject to Basic DBS Disclosure.	Essential	I

* Likely evidence source/ method of assessment:

AF = Application form I = interview Q/C/R = Qualifications/ Certificates/ Professional registration

Person Specification reviewed – August 2022