

Job Vacancy Information Pack

Assessment Delivery Coordinator

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 Kayleigh Robinson, Assessment Delivery Manager, on kayleigh.robinson@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.

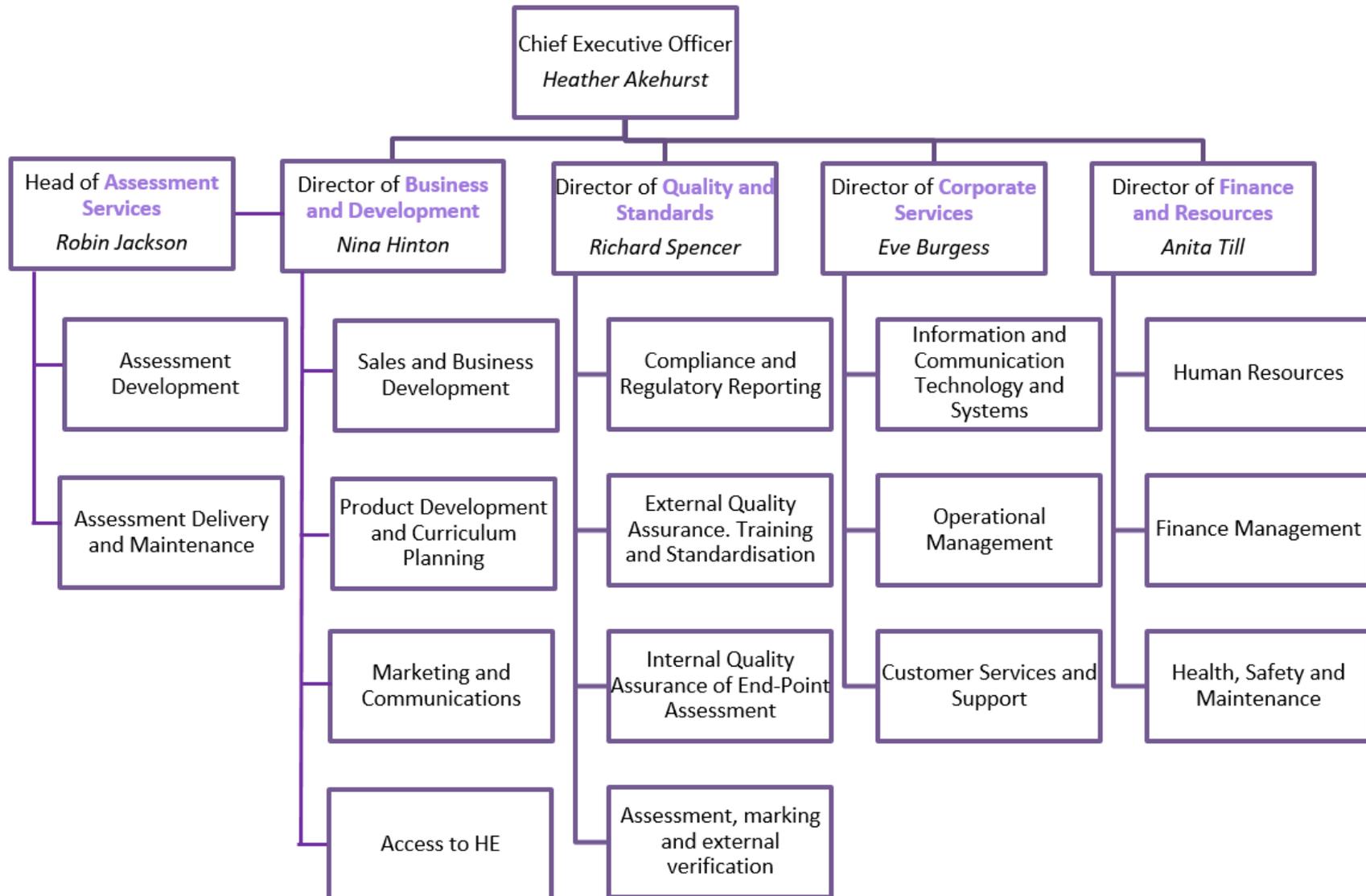
In particular Open Awards offers access to:

- 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:

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 30th January 2023**. We may close the advert early if we get sufficient applicants.

We anticipate interviews will be held the week of 6th February 2023.

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:	Assessment Delivery Coordinator
RESPONSIBLE TO:	Assessment Delivery Manager
SALARY:	£27,496 per annum
STATUS:	Full-Time, Permanent Occasional Saturday working may be required

It is anticipated this role will primarily focus on supporting the internal quality assurance of End-Point Assessments. However, the postholder will work alongside colleagues to cover leave/ organisation priorities and support the coordination of controlled assessment and remote invigilation activities across Open Awards' assessment services.

FUNCTIONS OF THE POST:

- To support internal quality assurance of end-point assessments.
- To co-ordinate the operations of controlled assessments relating to Open Awards qualifications and End-Point Assessments in line with Open Awards policies and regulatory requirements.
- To develop, implement and disseminate internal processes for assessment activities that are compliant with regulatory requirements.
- To provide key performance data relating to assessment activities in order to help drive improvements.
- To co-ordinate the production of guidance, training and standardisation relating to quality assurance and assessment activities.
- To manage remote invigilation services on a day-day basis.

MAIN DUTIES AND RESPONSIBILITIES:

Assessment and Invigilation Operations

1. Coordinate the operations of assessment activities:
 - Effectively manage the assessment 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 assessment contractors (End-Point Assessors, Assessment Writers, Invigilators, and Markers).
 - Coordinate the recruitment and selection of contractors to ensure organisational and regulatory requirements are met.
 - Lead day-day operations including:
 - Allocation of assessment contractors.
 - Gateway checks (EPA).
 - Coordinating standardisation, training and awarding activities.
 - Supporting Lead Independent End-point Assessors
 - Results release.
 - Responding to queries from providers, learners and/ or contractors.
 - Managing administrative tasks across the team.

Processes

2. Ensure that controlled assessment 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 delivery of controlled assessments.
 - Ensure processes map to Ofqual Conditions of Recognition, Education and Skills Funding Agency, and Institute for Apprenticeships and Technical Education 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 training providers, employers, and colleagues to comply with the requirements of controlled assessment processes.
3. Monitor processes and services against published service standards, including forecasting demand for services and making recommendations about resources/ staffing levels.

Performance data

4. Monitor, analyse and report on the impact of Open Awards' assessment activities, including:
 - Customer feedback relating to controlled assessments.
 - Timeliness of the production of reports.
 - Attendance at training and events.
 - The investigation, recording and response to assessment delivery errors and incidents.
5. Ensure data relating to assessment operations is up to date and accurate on Open Awards database and assessment platform:
 - Responsibility for the maintenance of accurate qualification and assessment records on the Open Awards' database and assessment platform.
 - Undertaking regular monitoring and audit activities in relation to assessment data.
 - Provide data reports to the wider team to support business and regulatory activities, including standardisation and paper /learner performance reviews.
 - Advise on database and assessment platform developments for high-stake qualifications and undertake system testing on any agreed changes.

Guidance, training and standardisation

6. Ensure all published guidance relating to the delivery of controlled assessments remain accurate, current and compliant with regulatory requirements.
7. Participate in the development, review, operational requirements and dissemination of guidance and training materials for providers, employers and colleagues.
8. Working with the Development and Marketing team to coordinate a calendar of assessment communications.
9. Co-ordinate the Open Awards schedule of assessment training and standardisation events:
 - Collaborate with the Development and 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 assessment-related marketing and promotional materials in liaison with the Development and Marketing Team such as case studies and news articles.

People Management

11. 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

12. To provide administrative support to Assessment and Development team colleagues as required.
13. Manage own performance efficiently to ensure service standards are met.
14. Maintain up to date and accurate records of activities in Quartz database in accordance with policies and procedures.
15. Work with other members of the Open Awards team to co-ordinate activity.
16. Travel to and work from any site that the duties of the job may require.
17. Carry out any other duties as specified, from time to time by the Management Team.
18. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
19. 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 – September 2022

Person Specification

Criteria	Knowledge and Skills	Essential/ desirable criteria
Qualifications and Training	<ol style="list-style-type: none"> 1. Level 3 Qualification or above. 2. Level 2 English qualification. 3. Hold or working towards recognised qualification(s) in assessment (D32/D33/A1 or equivalent) 	Desirable Essential Desirable
Experience	<ol style="list-style-type: none"> 4. Recent experience of working in a similar role within the apprenticeship sector. 5. Developing and implementing effective administrative policies and procedures. 6. Developing and maintaining customer relationships. 7. Inputting, interrogating or manipulating data. 8. Understanding of assessment, teaching and/or quality assurance. 9. Understanding of complex requirements of apprenticeship standards and end-point assessment workflows 10. Strong leadership and performance management of staff and or contractors. 	Essential Essential Essential Essential Desirable Essential Essential
Skills/Abilities	<ol style="list-style-type: none"> 11. Ability to coordinate and prioritise team activities to ensure effective use of resources to meet targets and tight deadlines. 12. Be self-motivated to use own initiative to solve problems 13. Develop, implement, and disseminate processes that are operationally effective to ensure compliance with regulatory requirements. 14. Ability to build strong good working relationships with customers and colleagues. 15. Ability to interpret and communicate complex information (including data) in a clear manner. 16. Represent Open Awards in discussions with customers and other stakeholders. 17. Strong verbal and written communication skills. 18. Ability to work as part of a team. 19. Ability to identify and solve problems and suggest solutions. 20. Keen eye for detail. 21. Ability to manage staff, including independent contractors. 22. Be ICT literate using Microsoft Office and Outlook for a range of purposes. 	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Desirable Essential
Commitment	<ol style="list-style-type: none"> 23. A commitment to Equality & Diversity. 24. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards. 25. Commitment to Customer Service. 	Essential Essential Essential
Other	<ol style="list-style-type: none"> 26. Be adaptable, flexible and open to change. 27. Willingness to travel. 28. Willing to undertake staff development activities. 	Essential Essential Essential