

Job Vacancy Information Pack

Data Technician Apprentice

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 Denise Keogh, MIS & Data Manager, on Denise.Keogh@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.

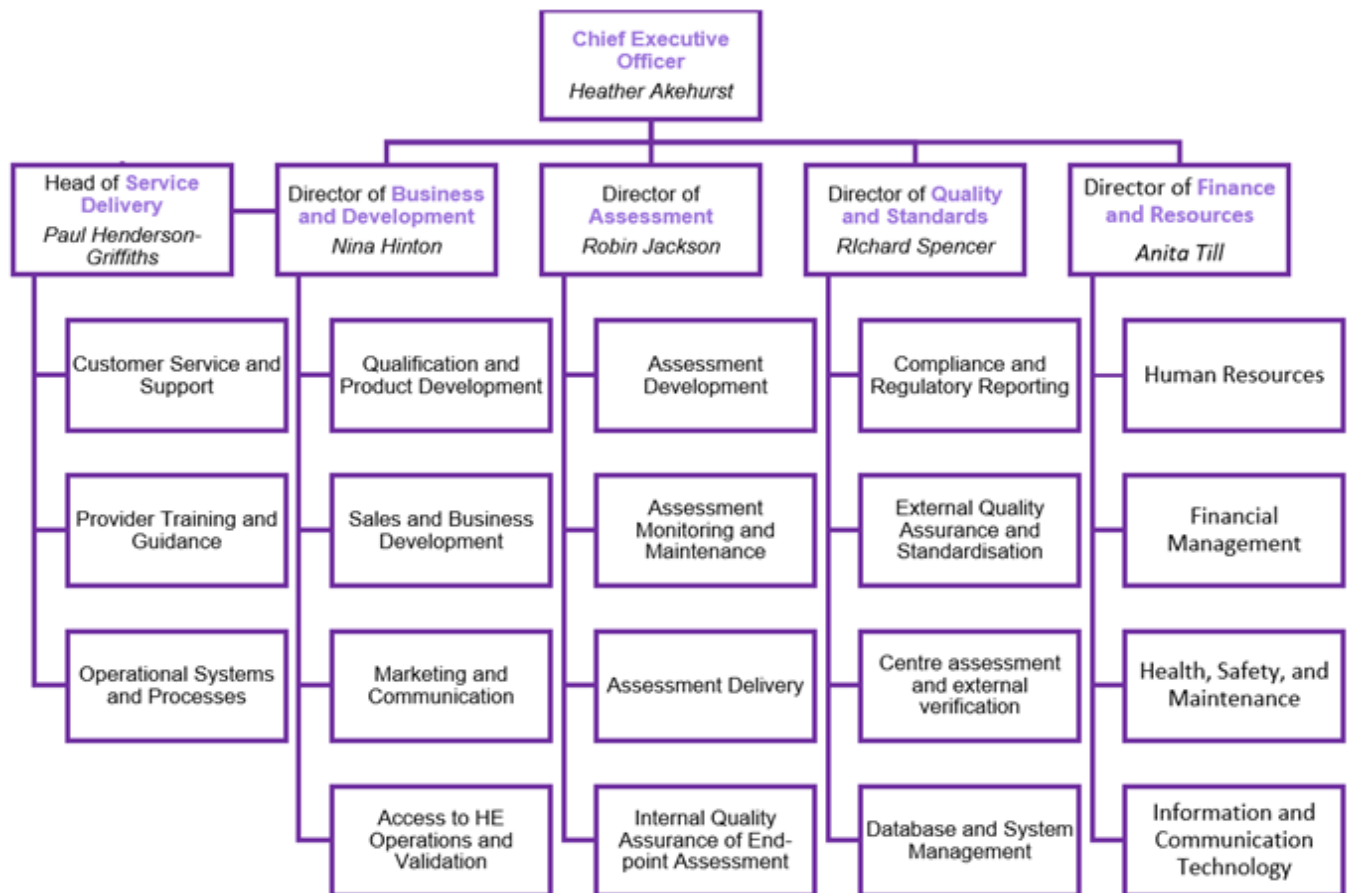
In particular Open Awards offers access to:

- 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 Quality and Standards 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:

Email application to: Denise.Keogh@openawards.org.uk

Denise Keogh

MIS & Data Manager

Open Awards

Estuary Commerce Park, 17 De Havilland Drive, Speke, Liverpool, L24 8RN

The **closing date** for applications for the post is **Friday 11th July 2023** and interviews will be **Tuesday 25th July 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 are 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

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TITLE OF POST: Data Technician Apprentice (on ST0795 Data Technician Apprenticeship Standard)
RESPONSIBLE TO: MIS & Data Manager
STATUS: Full Time (24 months)
35 hours/week (Hybrid – Speke, Liverpool) including 20% off the job training.
SALARY: £10,000

FUNCTIONS OF POST:

- Effectively manage the accuracy of data records on the Open Awards systems with an exceptional eye for detail.
- Contribute effectively to designing, implementing, and maintaining high-quality management information systems by using Microsoft 365 and other related applications effectively.
- To foster new ideas and experiences, participate and encourage initiative development, and embrace the change process as part of the working day.

MAIN DUTIES AND RESPONSIBILITIES:

Functional responsibilities

- To support the MIS & Data team in maintaining and deploying various awarding body information systems such as Quartz, XAMS and Internal / External IT Support Desk.
- To support the development of tools related to the automation of workflows.
- To maintain accurate and timely data entry on various Open Awards information systems.
- To cleanse and transfer data between different data applications while maintaining data integrity and security as outlined in the data protection policy.
- To support with updating, producing regular data analysis and reports.
- To support the development and maintain policies and procedures for the use of data systems, security of data and recovery of data held by Open Awards, including user access protocols.
- To monitor the ICT helpdesk and allocate requests related to data systems in a timely manner.

- Create support documentation, videos, or guides to assist with training for internal staff and stakeholders.
- Create and maintain reports for all different business functions with visual data elements and use them to generate dashboards.
- Liaise with other teams across Open Awards to provide data solutions.
- Take ownership of maintaining accurate data systems and liaise with the respective vendors on fault resolution.
- To help maintain logs and documentation related to GDPR enquiries in line with Open Awards policies.

General Responsibilities

- To ensure information held electronically is compliant with the Data Protection Act.
- To manage any requests for information under the Act.
- Maintain up to date records of activities in Quartz database in accordance with policies and procedures.
- Work with other members of the Open Awards team to co-ordinate activity.
- Travel to and work from any site that the duties of the job may require.
- Carry out any other duties as specified, from time to time by the Management Team.
- To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.

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 June 2023

Data Technician Apprentice

Person Specification

Criteria	Knowledge and Skills	Essential/ Desirable
Qualifications and Training	1. GCSE English and Maths grade A-C / grade 4 or above, or equivalent level 2 qualification in literacy and numeracy.	Essential
Experience	2. Experience of using multiple IT packages and systems, including Microsoft Office. 3. Experience of working in an office environment.	Essential Desirable
Skills	4. Ability to demonstrate good organisational skills. 5. Excellent attention to detail and problem-solving skills. 6. Ability to work within a team. 7. Ability to work unsupervised, be self-motivated and use own initiative. 8. Ability to be flexible in working practices and adapt to change. 9. Ability to monitor workloads and deliver to agreed service standards. 10. Ability to create and maintain good working relationships with customers and colleagues. 11. Ability to work to tight/fixed timescales, prioritise work, meet deadlines and have excellent time management skills. 12. Excellent communication and interpersonal skills. 13. Excellent analytical, presentation, written and oral skills. 14. Ability to implement changes and communicate to others. 15. Have a good working knowledge of the requirements of the Data Protection Act.	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Desirable
Commitment	16. Commitment to Equality & Diversity. 17. An understanding of and a personal commitment to the Vision, Mission and Values of Open Awards. 18. Commitment to Customer Service. 19. Commitment to meet the requirements of the Data Protection Act.	Essential Essential Essential Essential
Other	20. Be adaptable, flexible and open to change. 21. Willingness to travel. 22. Willingness to undertake staff development activities.	Essential Essential Essential