



Changing lives through learning

Customer Service Advisor

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Introduction

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
- How to Apply
- Information about Open Awards
- Job Description
- Person Specification

If you would like an informal conversation about this vacancy, you can contact Paul Henderson-Griffiths on paul.hendersongriffiths@openawards.org.uk; or call 07904 656554.

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:

Paul Henderson-Griffiths
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

Email application to:-
Paul.hendersongriffiths@openawards.org.uk

The **closing date** for applications for the post is 17:00 on Tuesday 14th November 2023.

Mission, Vision and Values



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 passionate about our 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. Open Awards is also a regulated End-point Assessment Organisation for a wide range of apprenticeship Standards.

Our qualifications, units, and online courses are used across a range of education settings including Further Education Colleges, schools, sixth-form colleges, prisons, private training providers and third sector organisations.

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.

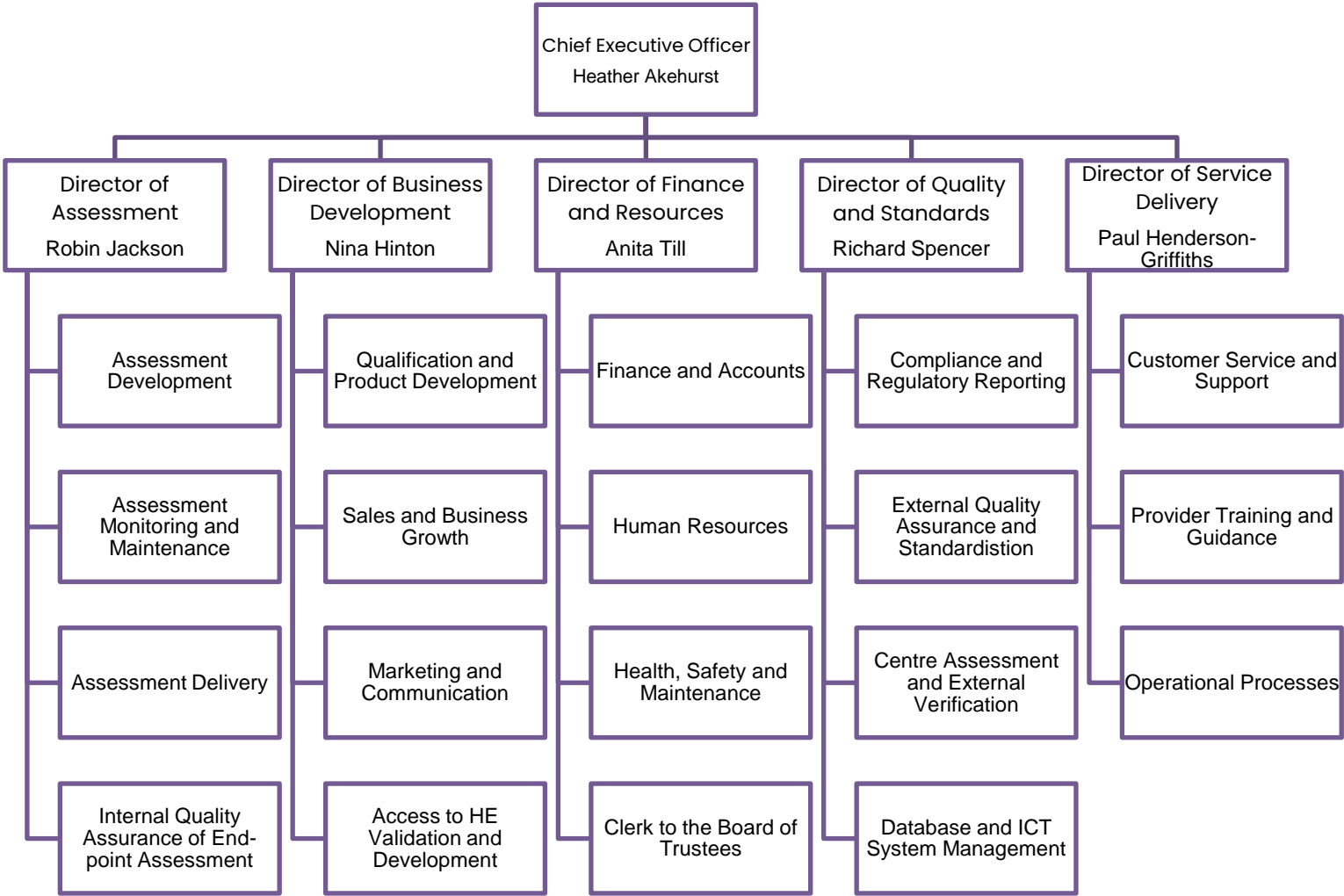
In particular Open Awards offers access to:

- 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 Customer Service 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.



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.

Every possible step will be taken to ensure that individuals are treated equally and fairly and that decisions on recruitment, selection, training, promotion and redeployment are based solely on objective, non-discriminatory criteria. In accordance with current legislation and codes of practice we aim to ensure that no councillor, employee or prospective employee will be treated unfavourably on the grounds of marital status, gender, age, disability, sexual orientation, race, nationality, ethnic or national origins, trade union membership or activity, political or religious belief and unrelated criminal conviction.

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.



Safeguarding Statement

Open Awards is committed to our responsibilities for safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, independent workers, and volunteers to share this commitment.

We are committed to recruiting candidates who share this commitment to safeguarding, and therefore we apply robust recruitment and selection procedures to ensure that the people selected are right for the job, and that all candidates are appropriately screened prior to appointment.

The following pre-employment checks will be undertaken as applicable to the role:

- References
- DBS check
- Barred list check
- Section 128 check
- Overseas criminal records check
- Identity check
- Right to work in the UK
- Evidence of qualifications applicable to the role

You will need to provide details of referees including your current and previous employers, covering the last 5 years. These will not be contacted prior to interview.

All job offers will be subject to the satisfactory completion of pre-employment checks.

Please note that providing false information is an offence and could result in your application being rejected or your dismissal from employment if you are appointed. The matter may also be referred to the police.

Job Description

TITLE OF POST:	Customer Service Advisor
RESPONSIBLE TO:	Director of Service Delivery
SALARY:	22,986.00 FTE Pro rata to 26 hours per week (£17,075.00)
STATUS:	Part-time, 26 hours per week Permanent, including occasional Saturdays

FUNCTION OF THE POST:

- To provide efficient and effective administrative support for the Provider Recognition, Quality Assurance & Registration and Awards processes.
- To work with the Head of Service Delivery and Operations Officer to develop the administrative procedures for the secure award of Open Awards products.
- To ensure continuous improvement of Open Awards administrative systems and procedures to meet the needs of our customers and regulators.
- To provide training for Providers and staff on administrative processes and online verification.

MAIN DUTIES AND RESPONSIBILITIES:

Administration

1. To review the processes and procedures for the secure certification of Open Awards products and make recommendations for change.
2. To provide training to Providers on administrative processes.
3. To support the Provider Recognition, Quality Assurance, Registration and Awards process, checking accuracy of documentation received, and responding to queries.
 - Provide guidance to Providers on administrative processes in offering Open Awards products (e.g. Badge of Excellence, Access to HE, Functional Skills (including assessment platform))
 - Provide support/training for Providers in using the Open Awards portal.
 - Promptly process documentation received, check accuracy and record receipt on the Open Awards database. (e.g. new course/qualification requests, learner registrations, results).
 - Monitor receipt of registration and awards documentation ensuring service standards are maintained.
 - Deal with enquiries/queries from Providers.
 - Communicate changes to Providers and staff.

4. To provide a robust support network for Open Awards products and services.
 - Work with Open Awards staff to ensure customer information is effectively communicated.
 - Liaise with verifiers to ensure learners are certificated in a timely manner.
5. To record and maintain accurate data on approved Providers, courses, qualifications and learners on the Open Awards database.
 - Check the accuracy of data held for Providers and contacts.
 - Ensure valid ULN's are recorded for a learner.
 - Update accurate information for the Personal Learning Record (PLR)
 - Ensure database does not hold duplicate records for a learner.
6. To ensure a robust system for certification is in place:
 - Check all documentation for accuracy and validity.
 - Promptly process all verified results.
 - Produce certificates and send securely to Providers.
 - Generate reports from the Open Awards database.
 - Maintain certificate stocks.
7. To contribute towards the database development and undertake system testing on any agreed changes. Communicate changes to staff.
8. Work collaboratively with Providers and Open Awards staff to address administration issues and ensure service standards are met.
9. To work with the Clerical Administrator to provide clerical support for Open Awards and answer calls.
10. Follow Open Awards procedures accurately and reliably.
11. Present a professional approach.

General responsibilities

12. Maintain up to date records of activities in Quartz database in accordance with policies and procedures.
13. Work with other members of the Open Awards team to co-ordinate activity.
14. Travel to, and work from any site that the duties of the job may require.
15. Carry out any other duties as specified, from time to time by the Management Team.
16. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
17. 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.

There are three Customer Service Advisors. Certain tasks will be allocated with the expectation that all Advisors will have the ability to carry out all duties listed.

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, Providers 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, Providers 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 – October 2023

Person Specification

Post Title: Customer Service Advisor

Criteria	Knowledge and Skills	Essential / Desirable Criteria
Qualifications and Training	1. Level 3 Qualification or above.	Desirable
Experience	2. Have previous relevant experience and an eye for detail 3. Experience of working in a similar role. 4. Experience in developing and implementing new systems. 5. Experience of developing and maintaining customer relationships. 6. Experience of inputting, interrogating and manipulating data in a database/management information system.	Essential Essential Essential Essential Essential
Skills/Abilities	7. Ability to monitor workloads and deliver to agreed service standards. 8. Ability to create and maintain good working relationships with customers and colleagues. 9. Ability to work unsupervised be self motivated and use own initiative. 10. Ability to work to tight/fixed timescales, prioritise work, meet deadlines and have excellent time management skills. 11. Ability to work within a team. 12. Be ICT literate using Microsoft Office, Outlook Email, Adobe Acrobat reader and other Microsoft Office products in a range of contexts and for a range of purposes. 13. Excellent communication and interpersonal skills. 14. Ability to communicate effectively both orally and in writing. 15. Excellent customer service skills. 16. Ability to implement changes and communicate to others. 17. Ability to identify and solve problems and suggest solutions.	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential
Commitment	18. A commitment to Equality & Diversity. 19. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards.	Essential Essential

	20. Commitment to Customer Service.	Essential
Other	21. Be adaptable, flexible and open to change. 22. Willingness to travel. 23. Willing to undertake staff development activities.	Essential Essential Essential