Database and MIS Manager

Contents

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 Richard Spencer on richard.spencer@openawards.org.uk

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
Director of Quality and Standards
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

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

The **closing date** for applications for the post is 17:00 on Friday 19th April 2024.

Mission, Vision and Values

Vision

To change lives through **learning**

Mission

To **support** educational achievement **for all**

Values

Excellence
Innovation
Respect
Aspiration

Operational Plan

Developing products and services
Building relationships
Increasing our voice

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, knowledg**e 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.
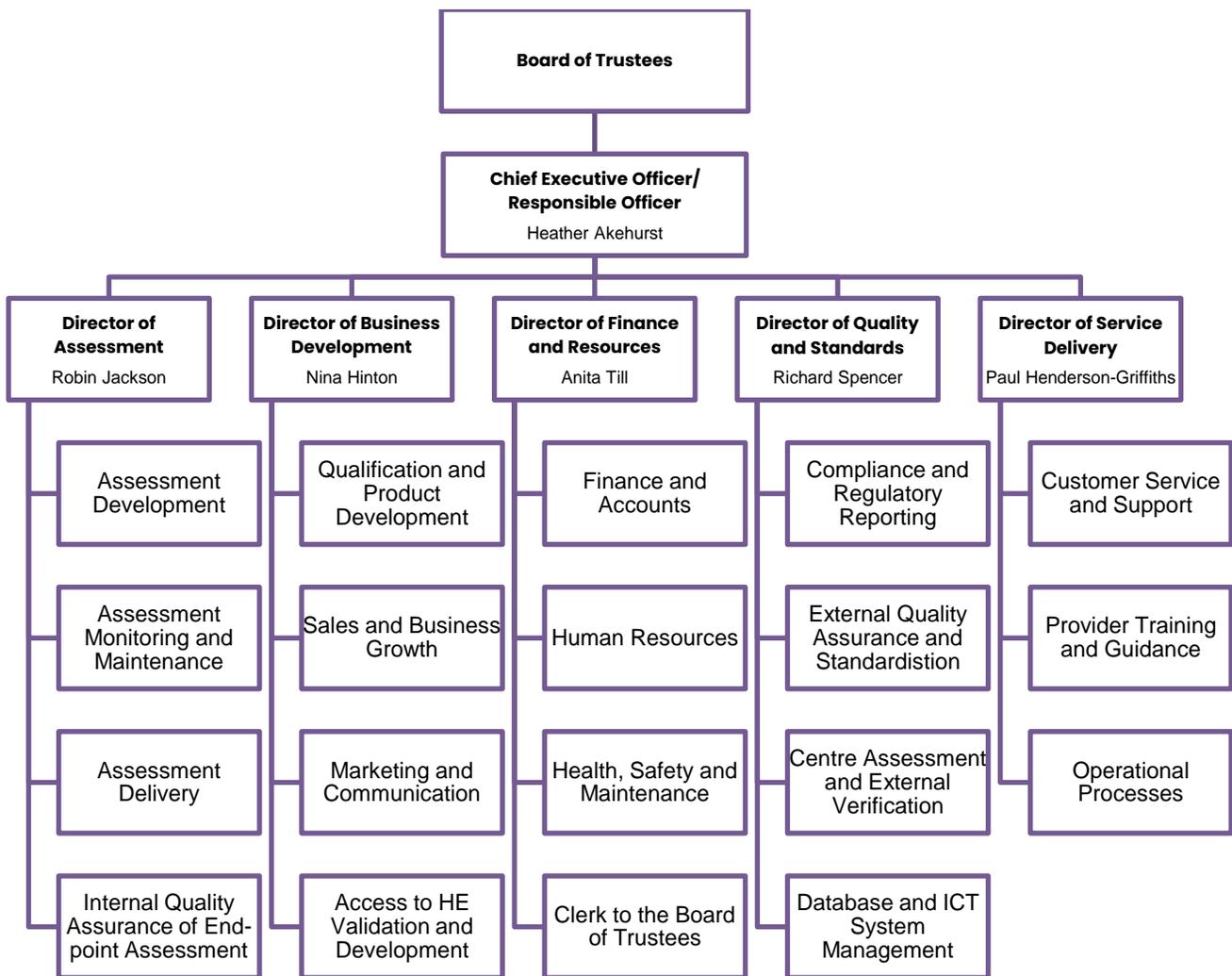- Access to a comprehensive range of services, support workshops and training.

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 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.

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                            Board of Trustees

                    Chief Executive Officer/
                       Responsible Officer
                        Heather Akehurst
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Director of Assessment	Director of Business Development	Director of Finance and Resources	Director of Quality and Standards	Director of Service Delivery
Robin Jackson	Nina Hinton	Anita Till	Richard Spencer	Paul Henderson-Griffiths
Assessment Development	Qualification and Product Development	Finance and Accounts	Compliance and Regulatory Reporting	Customer Service and Support
Assessment Monitoring and Maintenance	Sales and Business Growth	Human Resources	External Quality Assurance and Standardistion	Provider Training and Guidance
Assessment Delivery	Marketing and Communication	Health, Safety and Maintenance	Centre Assessment and External Verification	Operational Processes
Internal Quality Assurance of End-point Assessment	Access to HE Validation and Development	Clerk to the Board of Trustees	Database and ICT System Management	

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 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: Database and MIS Manager

RESPONSIBLE TO: Director of Quality and Standards

STATUS: Full-time

SALARY: £36,575

This is an office-based contract with hybrid working arrangements. The expectation is attendance 3 days a week.

Summary of Responsibilities

To ensure the effective operational management of the MIS and Data team; responsible for the maintenance, development and smooth running of the organisation's databases, MIS and data quality and reporting.

The postholder will work closely with Senior Managers and software providers to ensure the accuracy, validity, and integrity of all Open Awards data; and enable a good user experience for staff and providers to meet our growing business needs.

The role will be responsible for preparing and ensuring the timely and accurate submission of regulatory returns and overseeing extensive testing of system improvements.

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.

This role will take the lead in maintaining, reviewing and developing Open Awards cyber security and data protection policies and procedures acting as liaison with appropriate regulators.

FUNCTIONS OF THE POST

- To manage the maintenance, development and implementation of database and IT systems and procedures, recommending and implementing improvements.
- To maintain, review and develop database processes and procedures to meet Open Awards business needs.
- To work with Senior Managers, Open Awards teams and external contractors to develop an ongoing data development plan.
- To line manage a small staff team.
- To produce and deliver training for staff and providers as appropriate, including on data and cyber security.

MAIN DUTIES AND RESPONSIBILITIES

Database and IT systems management

1. To effectively manage contracts with third party providers of databases and IT systems to ensure systems remain fit for purpose at all times and meet the needs of staff, providers, stakeholders and regulators.

2. To be responsible for the management of the systems by:
   - Taking overarching responsibility for the quality of data.
   - Identifying opportunities for improvements to systems and processes and overseeing the implementation of approved changes.
   - Liaising with colleagues to ensure the effective use of database and IT systems that meets the needs of Open Awards, customers and stakeholders.
   - Develop and disseminate clear, written processes for all tasks within the data team's responsibilities.

3. To ensure that accurate data reports are submitted to regulators and stakeholders in line with internal and external requirements.

4. To co-ordinate internal working groups to develop and implement improvements in a timely manner:
   - 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. To develop and implement a data improvement plan including actions, risks, issues, and costs and providing monthly updates to the Senior Management Team.

6. To work with IT contractors to obtain and retain Cyber Essentials Plus and ensure ongoing best practice in data and cyber security.

Operational Responsibilities

7. To act as Information Controller and ensure that data collection and retention practices across Open Awards are effective.

8. To develop and maintain clear, internal processes for the data team that are understood and followed at all times.

9. To line manage a small staff team to ensure they are well supported.

10. To plan and deliver an ongoing programme of data and IT systems training for staff, providers and stakeholders as required.

11. To prepare papers and reports to Senior Management Team, the Open Awards Board, regulators and stakeholders as required.

12. To liaise with the Senior Management Team, Operational Managers and other teams to ensure good communication and direction is maintained.

General Responsibilities

13. Represent Open Awards at a local and national level.

14. Maintain up to date records of activities in Open Awards 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 reasonable 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. 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.

20. 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.

Person Specification

Criteria	Knowledge and Skills	Essential/ desirable criteria
Qualifications and Training	1. Level 4 Qualification or above in computer science, software engineering, IT, statistics, or another relevant subject.	Essential
Experience	2. Experience of database management skills.	Essential
	3. Experience of development and implementation of computer systems and procedures.	Essential
	4. Experience of developing and maintaining relationships.	Essential
	5. Experience of collecting, analysing, and presenting data to meet reporting needs – for example Power BI dashboards.	Essential
	6. Experience of delivering training.	Desirable
	7. 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.	Essential
	8. Staff management experience.	Desirable
Skills/ Abilities	9. Excellent technical skills in IT systems and database management skills.	Essential
	10. Ability to collate, manipulate and analyse data.	Essential
	11. Ability to build strong relationships.	Essential
	12. Ability to listen and create opportunity for feedback from internal and external stakeholders.	Essential
	13. Ability to develop and implement processes that meet Open Awards requirements.	Essential
	14. Strong verbal and communication skills and the ability to communicate with a variety of audiences.	Essential
	15. Ability to organise work and prioritise.	Essential
	16. Ability to work as part of a team.	Essential
	17. Ability to create and maintain good working relationships with customers and colleagues.	Essential
	18. Ability to work unsupervised, be self-motivated and use own initiative.	Essential
	19. Ability to work to tight/fixed timescales, prioritise work, meet deadlines and have excellent time management skills.	Essential
	20. Excellent communication and interpersonal skills.	Essential
	21. Ability to implement changes and communicate to others.	Essential
	22. Be able to produce reports, forms and documents to a given quality standard.	Essential
	23. Be able to devise & implement new documents and evaluate and monitor their effectiveness.	Essential

Commitment	23. A commitment to Equality & Diversity.	Essential
	24. An understanding of and a personal commitment to the Vision, Mission and Values of Open Awards.	Essential
	25. Commitment to Customer Service.	Essential