



Changing lives through learning

Head of Business Development

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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 Nina Hinton on nina.hinton@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:

Nina Hinton
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

Email application to:-
nina.hinton@openawards.org.uk

The **closing date** for applications for the post is 17:00 on Friday 21st June 2024.

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.

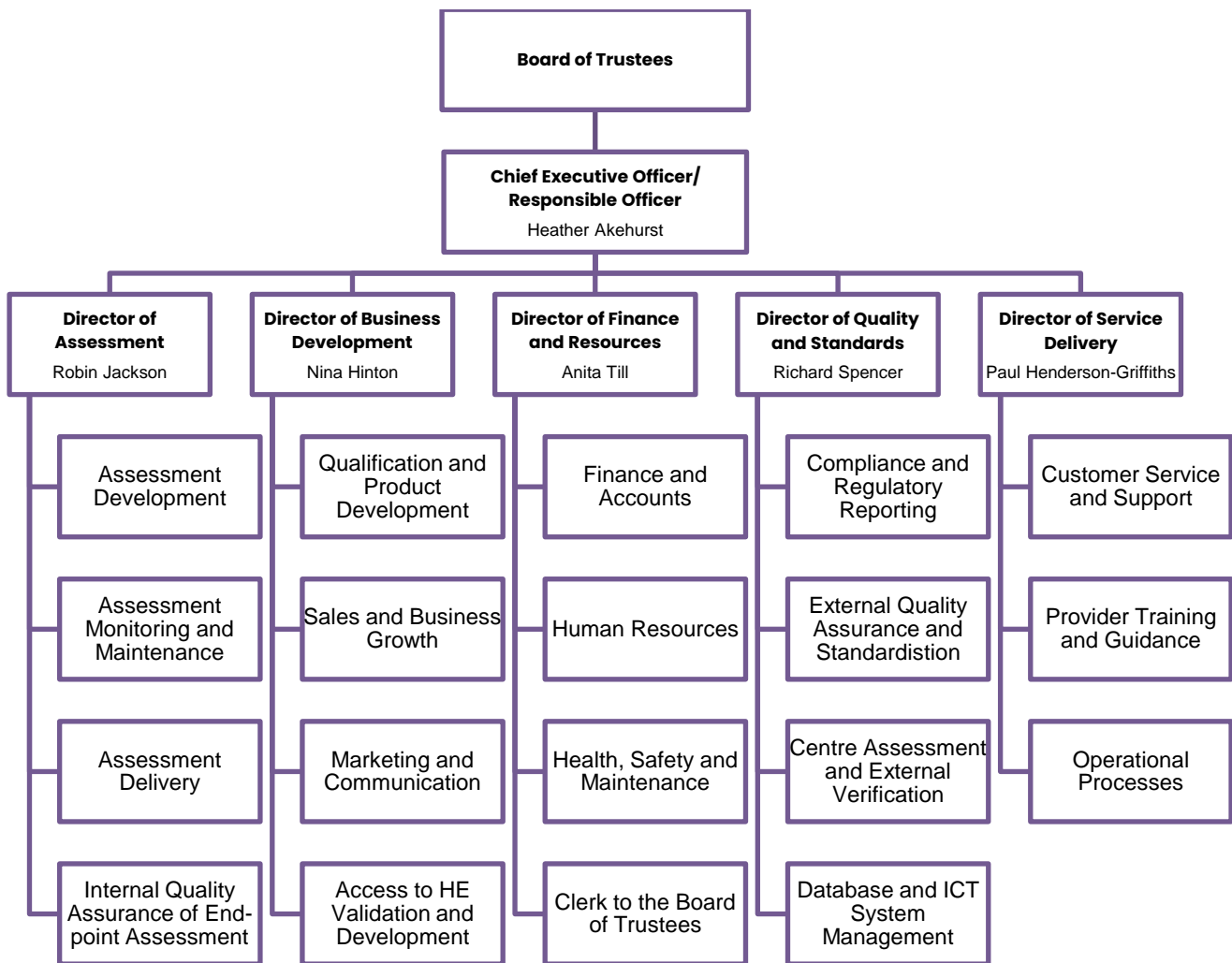
In particular Open Awards offers access to:

- 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 Business 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.



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

Job Title:	Head of Business Development
Responsible to:	Director of Business and Development
Status:	Permanent Post, Full-time (35 hours per week)
Location:	Hybrid (Liverpool-based Office) or Remote Working Considered
Salary:	£42,636 (FTE)

Function of the Post:

The role of Head of Business Growth has responsibility for implementing our ambitious sales strategy alongside the Director of Business and Development, and for identifying and developing new business opportunities, as well as managing and growing existing business.

The Head of Business Growth will be responsible for setting and achieving personal sales targets, and to contribute to the wider team's targets and organisational goals.

1. To provide operational management of the business development team to develop business and support the Open Awards Strategic and Operational Plans.
2. To implement a sales and marketing strategy to increase customer numbers and grow existing business.
3. To support diversification activities across Open Awards business development function.
4. To play a leading role in the marketing/promotion strategy of Open Awards and its product portfolio.

Main Duties and Responsibilities

Team Leadership and Management

1. Lead and motivate the business development team and be a role model for professional standards and best practice in qualification and assessment development.
2. Manage individuals and project teams, ensuring performance is managed and adequate resourcing is planned to meet agreed objectives.
3. Drive the delivery plans for your own areas of responsibility, report on progress against KPIs, and identify and action any areas of concern.

4. Drive continuous improvement in sales and marketing expertise across the business development team, and wider Open Awards team.
5. Be a proactive member of the Open Awards Management Team, contributing to decision-making across all areas of provision.

6. Provide reports on business development activity, self-assessment and standards for the CEO, Board, Committees and Regulators.

Business Development

7. Implement our ambitious sales strategy in collaboration with the Director of Business and Development.
8. Identify and develop new business opportunities to expand our reach and impact.
9. Diversify our business development activities to secure new revenue streams.
10. Contribute to the Open Awards Strategic and Operational Plans by providing expert business development insights.
11. Set and achieve personal and team sales targets, contributing significantly to the wider team and organisational goals.
12. Develop and implement a sales and marketing strategy to increase customer numbers and grow existing business.
13. Manage and grow our existing client base, fostering strong relationships and ensuring customer satisfaction.
14. Lead curriculum planning activities with Open Awards customers.
15. Play a leading role in shaping and implementing the marketing and promotional strategy for Open Awards and its product portfolio.
16. Lead a small marketing team to develop effective communication materials and promotional campaigns.

General

17. Represent Open Awards at a local and national level
18. Provide high quality customer service to centres and other stakeholders
19. Provide support to centres on how to use Open Awards products and services and deal with requests for information
20. Maintain up to date records of activities in Quartz database in accordance with policies and procedures.
21. Travel to and work from any site that the duties of the job may require
22. Carry out any other duties as specified, from time to time by the CEO

23. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken
24. 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
25. To disclose any incident, act, conviction, finding, disqualification or proceeding which may lead to consideration of the suitability to act as a Senior Officer of the organisation. This post is subject to a Standard Disclosure.

	21. Be ICT literate using Microsoft Office and Outlook in a range purposes	Essential
Abilities	22. Ability to lead a team 23. Ability to innovate 24. Ability to build and maintain effective partnerships 25. Proven commitment to equality, diversity and environmentally friendly practices 26. Ability to work under pressure and to deadlines 27. Ability to attend and participate in national Forums and meetings. 28. Ability to address audiences of varying sizes.	Essential Essential Essential Essential Essential Essential Essential
Personal Attributes	29. Be adaptable, flexible and open to change. 30. Flexible approach to travel at short notice and overnight stays 31. Willingness to undertake staff development activities. 32. Confident professional person.	Essential Essential Essential Essential