



Changing lives through learning

Administrator - IT and Database

Contents

Contents	2
Introduction.....	3
How to Apply	3
Mission, Vision and Values.....	4
Who are Open Awards?	5
Open Awards Services	5
Meeting the Team.....	6
Equality and Diversity	7
Safeguarding Statement.....	8
Job Description.....	9
Person Specification.....	11

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
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 Monday 30th September 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.

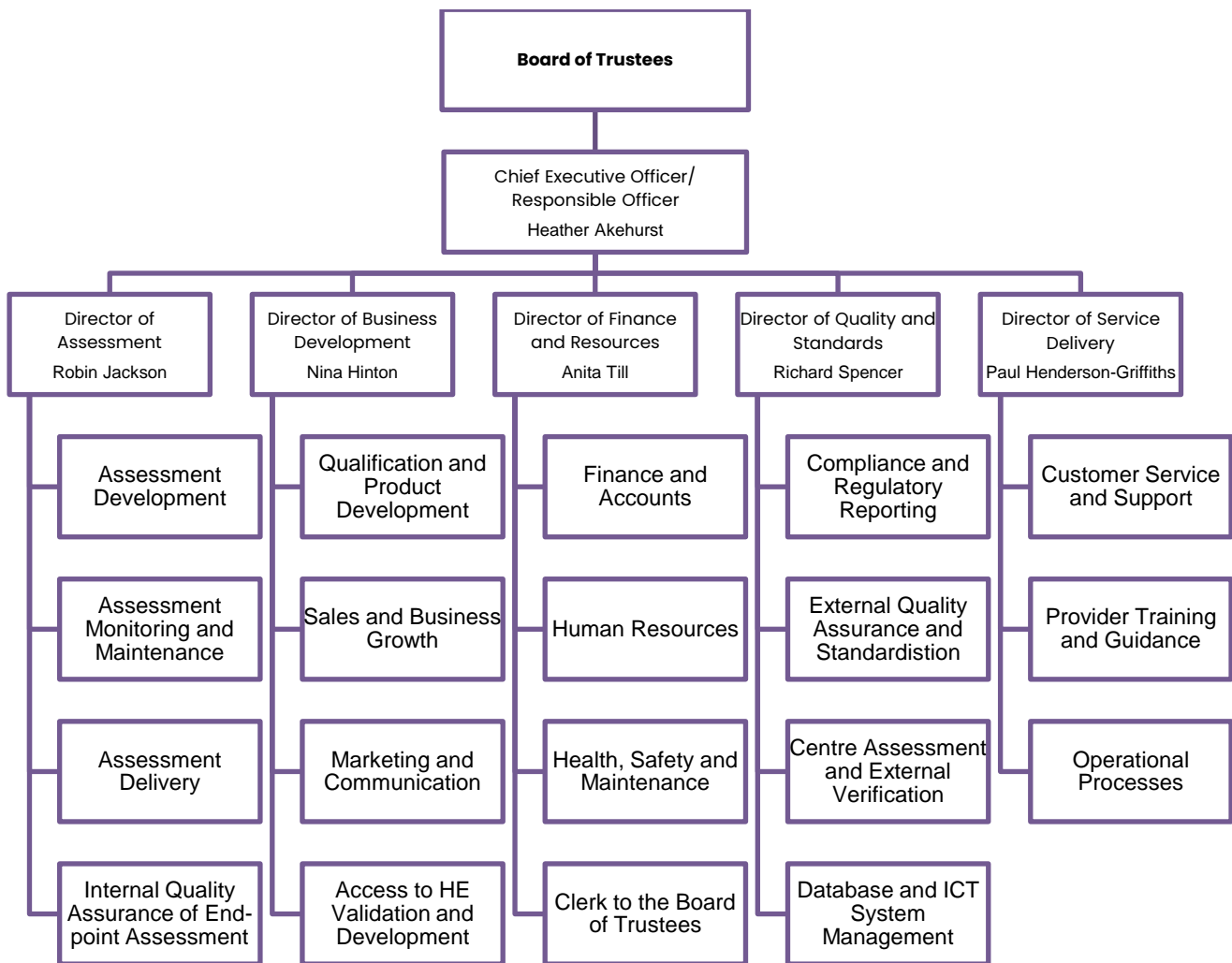
In particular Open Awards offers access to:

- 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 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.



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: Administrator – IT and Database

RESPONSIBLE TO: MIS and Data Manager

SALARY: £21,715 (pro rata), 0.6 FTE/ 21 hours/ week

FUNCTION OF THE POST:

- To provide efficient and effective business administration support to ensure the smooth running of Open Awards IT and database systems.
- To support the maintenance of the Open Awards database and IT systems in keeping records and documents up to date.
- To provide day to day support for the effective and efficient operation of the organisation.

MAIN DUTIES AND RESPONSIBILITIES:

Functional Responsibilities

1. Act as first line support for internal IT helpdesk, resolving enquiries and escalating to colleagues as required.
2. Assist in the maintenance of IT systems to meet GDPR and data retention requirements.
3. Run scheduled data reports from Open Awards database and IT systems and share outcomes with colleagues.
4. Support the Open Awards teams by performing regular checks to ensure the database and portal contain accurate information and work with the relevant teams to ensure accuracy and currency is maintained.
5. Inputting details on the Open Awards database to support the development and testing of qualifications and assessments.
6. Work with other administration staff to print, post, scan and record paper-based assessments.
7. Work with other administrative staff and the remote assessment team to support the organisation of assessments which we invigilate.
8. Support the organisation of events and workshops.

9. Support colleagues across Open Awards to ensure that all guidance for providers and staff is up to date and provides clear and accurate information.
10. Support the organisation of team meetings, including the production and sharing of documentation and reports, taking minutes and clearing action log.

General Responsibilities

11. Work with members of the Open Awards team to ensure service standards are met.
12. Support the business, quality, customer service, finance and management teams in the day-to-day administrative functions of Open Awards.
13. Maintain up to date records in the Open Awards database and network drives in accordance with policies and procedures.
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. Follow Open Awards procedures accurately and reliably.
17. Present a professional approach.
18. Support the organisation's commitment to equality and diversity and 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 reviewed – September 2024

Person Specification

Criteria	Knowledge and Skills	Essential/ Desirable Criteria
Qualifications and Training	<ol style="list-style-type: none"> 1. Level 2 Qualification or above. 2. Level 2 English and Maths (or be working towards) 	Desirable Essential
Experience	<ol style="list-style-type: none"> 3. Experience of effective communication with internal and external customers. 4. Experienced in using multiple IT packages and systems, including Microsoft Office or equivalent. 5. Experience of using Microsoft Excel for data analysis. 6. Experience of working in an office environment. 	Essential Essential Essential Essential
Skills/ Abilities	<ol style="list-style-type: none"> 7. Ability to demonstrate good organisational skills. 8. Ability to be flexible in their working practices and adapt to change. 9. Ability to meet deadlines whilst meeting required standards. 10. Able to choose and use the most appropriate IT solution to suit a range of purposes. 11. Ability to analyse data using Microsoft Excel. 12. Ability to follow set processes. 13. Ability to communicate effectively both orally and in writing. 14. Ability to check work to ensure high standard of accuracy. 15. Be self-motivated and use own initiative to meet agreed targets. 16. Ability to work as part of a team. 17. Ability to identify and solve problems and suggest solutions. 18. Ability to maintain confidentiality and data protection 	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential
Commitment	<ol style="list-style-type: none"> 19. A commitment to Equality & Diversity. 20. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards. 21. Commitment to Customer Service. 	Essential Essential Essential
Other	<ol style="list-style-type: none"> 22. Be adaptable, flexible and open to change. 23. Willingness to travel. 24. Willing to undertake staff development activities. 	Essential Essential Essential