MIS and Data Officer

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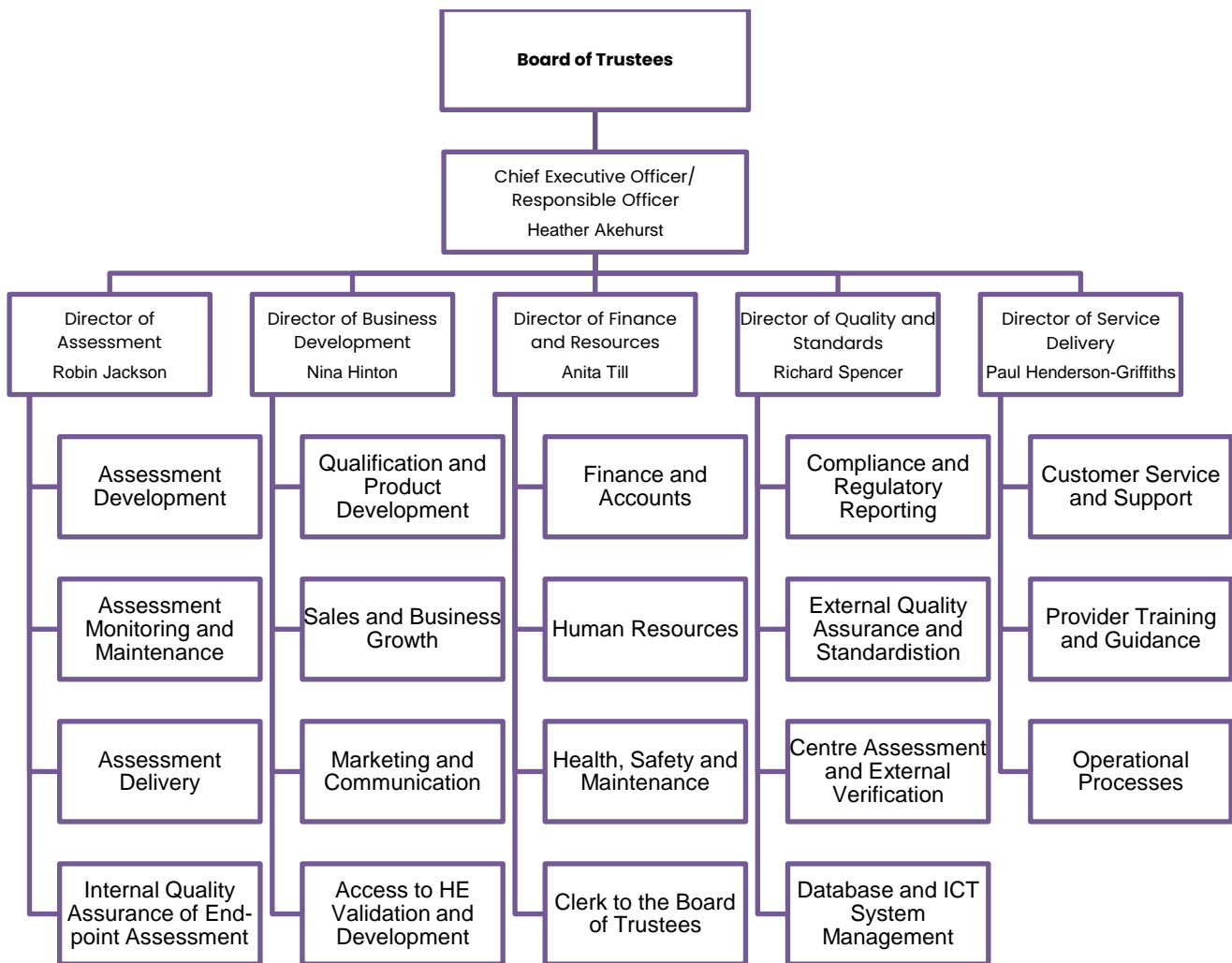- Access to a comprehensive range of services, support workshops and training.

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  │
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                     │  Chief Executive Officer/      │
                     │  Responsible Officer           │
                     │  Heather Akehurst              │
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Director of Assessment — Robin Jackson	Director of Business Development — Nina Hinton	Director of Finance and Resources — Anita Till	Director of Quality and Standards — Richard Spencer	Director of Service Delivery — 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 affair 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: **MIS and Data Officer**

RESPONSIBLE TO: **MIS and Data Manager**

SALARY: **£29,833 - Full Time**

FUNCTIONS OF THE POST:

- Oversee the end-to-end data management process, including data collection, storage, and retrieval.
- Establish and enforce data quality standards to ensure data accuracy, consistency, and integrity.
- Collaborate with Open Awards teams to ensure the smooth operation of data systems.
- Offer support to end-users in understanding and utilising data systems.
- Perform regular tests on the functionality of databases used by Open Awards to ensure they remain fit for purpose.
- Identify opportunities for process improvement and collaborate with relevant teams to improve data quality processes on all system platforms.

MAIN DUTIES AND RESPONSIBILITIES:

Data management

1. To test all database developments (including system upgrades and internal process developments) to ensure accuracy and effectiveness before implementation.

2. To support the IT, MIS, and Data Manager in implementing the timely development of databases, including liaising with database developers.

3. To work with the MIS and Data team and colleagues across the organisation to improve data quality as part of Open Awards' data strategy.

4. To work with the Data and Compliance Officer to ensure the accuracy of all data needed to meet regulatory requirements.

5. To develop, implement and disseminate processes related to the role.

6. To conduct regular audits to identify data quality issues and liaise with colleagues to implement solutions in a timely manner.

7. To work with colleagues from across the organisation to ensure that operational processes are fit for purpose.

8. To respond to ad hoc requests to resolve issues regarding data quality in a timely manner by defining problems, setting up work plans, analysing and communicating data solutions.

9. To produce monthly summaries of data quality issues for the management team.

10. To ensure information held electronically is compliant with the Data Protection Act. To manage requests for information under the Act.

11. **Product testing**

12. To test all new and amended assessments on Open Awards assessment platforms to ensure they are built accurately in line with stated requirements (including question functionality, assessment rules and mark schemes).

13. To test all new and amended qualifications on Open Awards databases to ensure they are built accurately in line with stated requirements (including titles, rules of combination, unit structures, awarding policies, and mark schemes).

14. **Data quality training**

15. Develop robust induction training packages for staff training and ongoing support for both internal and external users.

16. To provide training and support to customers, colleagues and other stakeholders on the functionality of databases used by Open Awards.

17. To work with colleagues to ensure that data entry requirements are supported by clear, accurate processes.

18. To work with colleagues to develop guidance documents on accurate data collection for use by staff and customers.

General Responsibilities

19. Work with members of the Open Awards team to ensure service standards are met.

20. To ensure information held electronically is compliant with the Data Protection Act. To manage any requests for information under the Act.

21. Maintain up-to-date records of activities in Quartz database following policies and procedures.

22. Work with other members of the Open Awards team to co-ordinate activity.

23. Travel to and work from any site that the duties of the job may require.

24. Carry out any other duties as specified, from time to time by the Management Team.

25. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.

26. 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 following health and safety legislation, codes of practice, Open Awards Health and Safety policy, and the Mission, Vision, and Values of Open Awards.

General Responsibilities

11. Support the business, quality, customer service, finance and management teams in the day-to-day administrative functions of Open Awards.

12. Maintain up to date records in the Open Awards database and network drives in accordance with policies and procedures.

13. Travel to and work from any site that the duties of the job may require

14. Carry out any other duties as specified, from time to time by the Management Team.

15. Follow Open Awards procedures accurately and reliably.

16. Present a professional approach.

17. Support the organisation's commitment to equality and diversity and promote non-discriminatory practices in all aspects of the work undertaken.

18. 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	1. Relevant Level 3 qualification or above e.g., data, IT systems, business information systems	Essential
	2. Project management qualification.	Desirable
Experience	3. Experience in data cleansing.	Essential
	4. Experience in developing and implementing effective operational systems.	Essential
	5. Experience of developing and implementing processes	Essential
	6. 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
	7. Experience in inputting, interrogating, and manipulating data in a database/management information system.	Essential
	8. Experience in training colleagues and customers.	Essential
	9. Experience in producing documents and reports using Microsoft Office, Adobe, and database packages.	Essential
Skills/ Abilities	10. Excellent attention to detail and problem-solving skills.	Essential
	11. Ability to monitor workloads and deliver to agreed service standards.	Essential
	12. Ability to create and maintain good working relationships with customers and colleagues.	Essential
	13. Ability to work unsupervised, be self-motivated, and use own initiative.	Essential
	14. Ability to work to tight/fixed timescales, prioritise work, meet deadlines, and have excellent time management skills.	Essential
	15. Excellent communication and interpersonal skills.	Essential
	16. Excellent analytical, presentation, written, and oral skills.	Essential
	17. Ability to implement changes and communicate with others.	Essential
	18. Have a good working knowledge of the requirements of the Data Protection Act.	Essential
Commitment	19. A commitment to Equality & Diversity.	Essential
	20. An understanding of and a personal commitment to the Vision, Mission, and Values of Open Awards.	Essential
	21. Commitment to Customer Service.	Essential
Other	22. Be adaptable, flexible, and open to change.	Essential
	23. Willingness to travel.	Essential
	24. Willingness to undertake staff development activities.	Essential