



Changing lives through learning

# Business Development Officer

## 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.....	9

## 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 Teri Greaves on [teri.greaves@openawards.org.uk](mailto:teri.greaves@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:

Teri Greaves  
Open Awards  
Estuary Commerce Park,  
17 De Havilland Drive  
Speke  
Liverpool

Email application to:-  
[teri.greaves@openawards.org.uk](mailto:teri.greaves@openawards.org.uk)

The **closing date** for applications for the post is 17:00 on Wednesday 2<sup>nd</sup> October.

## 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.

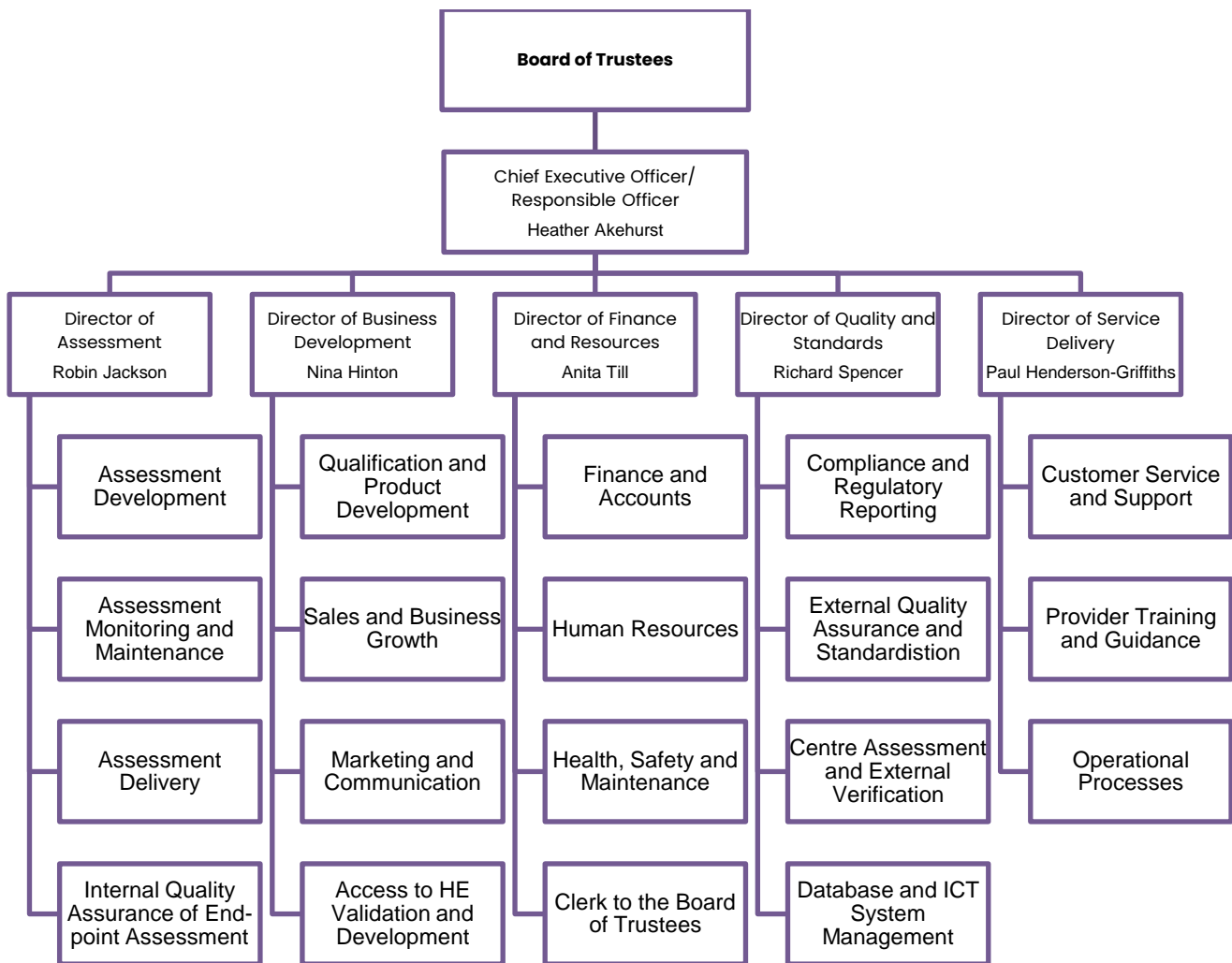
In particular Open Awards offers access to:

- 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

<b>TITLE OF POST:</b>	Business Development Officer
<b>RESPONSIBLE TO:</b>	Business Development Manager
<b>SALARY:</b>	£29,883
<b>STATUS:</b>	Full-time (35 hours per week), with occasional weekend work. Permanent. Hybrid with an office base in Speke, Liverpool.

There are two Business Development Officer roles – one with a focus on new business; the other with a focus on supporting existing providers with curriculum growth. Both Officers are required to support the provider approval process and complete meetings and curriculum planning sessions with Open Awards providers.

### Functions of the Post

- To support the business development team to grow the curriculum offering of Open Awards providers, with a focus on increasing the number of registrations across our provision
- To coordinate the provider approval process for new providers
- To deliver high-quality curriculum development advice to providers, supporting them to provide a varied curriculum offering to their learners
- To engage with and build relationships with Open Awards providers.

### Main Duties and Responsibilities

1. To be the first point of contact for enquiries from new providers looking to work with Open Awards:
  - Respond to new business enquiries within 2 working days of receipt
  - Respond to general queries and requests for information from potential new providers
  - Provide advice and guidance in relation to Open Awards' products and services
  - Proactively follow up on communications and meetings in order to convert leads into sales
2. To support providers to complete the approval process
  - Carry out initial risk assessments of potential providers to ensure their suitability and viability
  - Arrange and support meetings between new providers and Business Development Managers as required
  - Assist provider staff in completing the paperwork and providing the necessary supporting information
  - Chase outstanding documentation and payments to ensure the process is completed in good time
  - Review policies and procedures from providers against agreed proformas
  - Produce and agree action plans with providers

3. To support new providers to deliver Open Awards qualifications and products effectively and in line with policies and procedures:
  - Develop and maintain relationships with staff at Open Awards providers
  - Nurture new providers to support them in becoming established with Open Awards and growing their curriculum offer
  - Complete curriculum planning activities with Open Awards
  - Liaise with colleagues across Open Awards to ensure new providers receive support and training to meet their action plan
  - Provide a robust handover to Open Awards staff after 6 months to ensure appropriate ongoing support for providers
4. Provide advice and guidance to Open Awards providers on curriculum development across the full portfolio of Open Awards products and services:
  - Provide tailored curriculum development support to grow registrations across Open Awards providers.
  - Generate sample documents to support how content can be delivered (i.e., lesson plans, schemes of work and other supportive documents).
  - Lead on training and events with a focus on curriculum development/ planning.
  - Increase the number of learners on targeted qualifications/products.
  - Work with colleagues to offer practical advice to providers on how they can expand their curriculum including elements such as lesson planning, resourcing, and time tabling.
  - Work with the marketing and communications team to communicate both internally and externally on the products/ services that OA provide.
5. To report against business development KPIs to wider business development team, Senior Management Team, and Board of Trustees as required
6. To deliver training and webinars on Open Awards products and procedures internally and externally
7. To support the wider business development functions including:
  - Proof-read documents, guidance and funding applications
  - Deal with customer queries
  - Support the marketing functions within the team e.g. direct mail-outs; newsletters; external communications
  - Provide input at business development and promotional events and meetings
  - Produce curriculum case studies to showcase the development of providers provisions; assisting colleagues and providers to understand how to use and manage the products fully.
8. Ensure compliance with regulatory requirements at all times.
9. Oversee the work of support staff as required to meet project objectives in accordance with the tasks set out in the job description

## **General Responsibilities**

10. Represent Open Awards at a local and national level
11. Ensure compliance with regulatory and policy requirements at all times
12. Provide excellent internal and external customer service
13. Undertake problem solving and deal with day-to-day issues across Open Awards
14. Manage own performance to ensure service standards are met
15. Maintain up to date records of activities in Quartz database in accordance with policies and procedures
16. Work with other members of the Open Awards team to coordinate activity
17. Travel to and work from any site that the duties of the job may require
18. Carry out any other duties as specified, from time to time by the Senior Management Team
19. Support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken
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

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.

## Person Specification

Criteria	Knowledge and Skills	Essential/ desirable criteria
<b>Qualifications and Training</b>	1. Level 3 Qualification or above in education and training (or willingness to work towards).	Essential
<b>Experience</b>	2. Experience of customer service, sales or marketing, including dealing with telephone and email enquiries 3. Experience of developing and maintaining customer relationships 4. Experience in an educational setting in dealing with Awarding Organisations and regulatory bodies or having worked within an Awarding Organisation 5. Experience of reporting information to wider teams and management teams 6. Project or process management skills – the ability to plan and deliver to targets 7. Experience in developing and implementing new systems 8. Experience of communicating with customers from a range of educational settings and within different roles 9. Experience of delivering presentations or chairing meetings	Essential Essential Desirable Desirable Essential Desirable Essential Essential
<b>Skills/Abilities</b>	10. Strong negotiation and facilitation skills 11. Strong interpersonal skills 12. High level communication skills both verbal and written 13. Ability to represent Open Awards in discussions with customers and other stakeholders 14. Ability to work on own initiative within agreed targets and goals 15. Ability to build strong relationships with customers and colleagues 16. Ability to develop and implement processes that meet regulatory requirements 17. Good understanding of the requirements for marketing/ selling of educational products and services 18. Ability to identify and critically evaluate business opportunities or providers to determine viability 19. Ability to work unsupervised, be self-motivated and use own initiative to meet agreed targets 20. Ability to organise work on multiple projects/ accounts concurrently 21. Ability to identify and solve problems and suggest solutions 22. Be ICT literate using Microsoft Office and Outlook for a range of purposes	Essential Essential Essential Essential Essential Essential Desirable Desirable Essential Essential Essential Essential
<b>Commitment</b>	14. A commitment to Equality & Diversity. 15. Commitment to customer services.	Essential Essential
<b>Personal Attributes</b>	16. Willing to undertake staff development activities 17. Be adaptable, flexible and open to change. 18. Willingness to travel, including occasional overnight stays 19. Current driving license	Essential Essential Essential Desirable