



Changing lives through learning

Senior Administrator

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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 Magdalena Parker on Magdalena.parker@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:

Magdalena Parker
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

Email application to:-
Magdalena.parker@openawards.org.uk

The **closing date** for applications for the post is 17:00 on Wednesday 28th May 2025.

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.

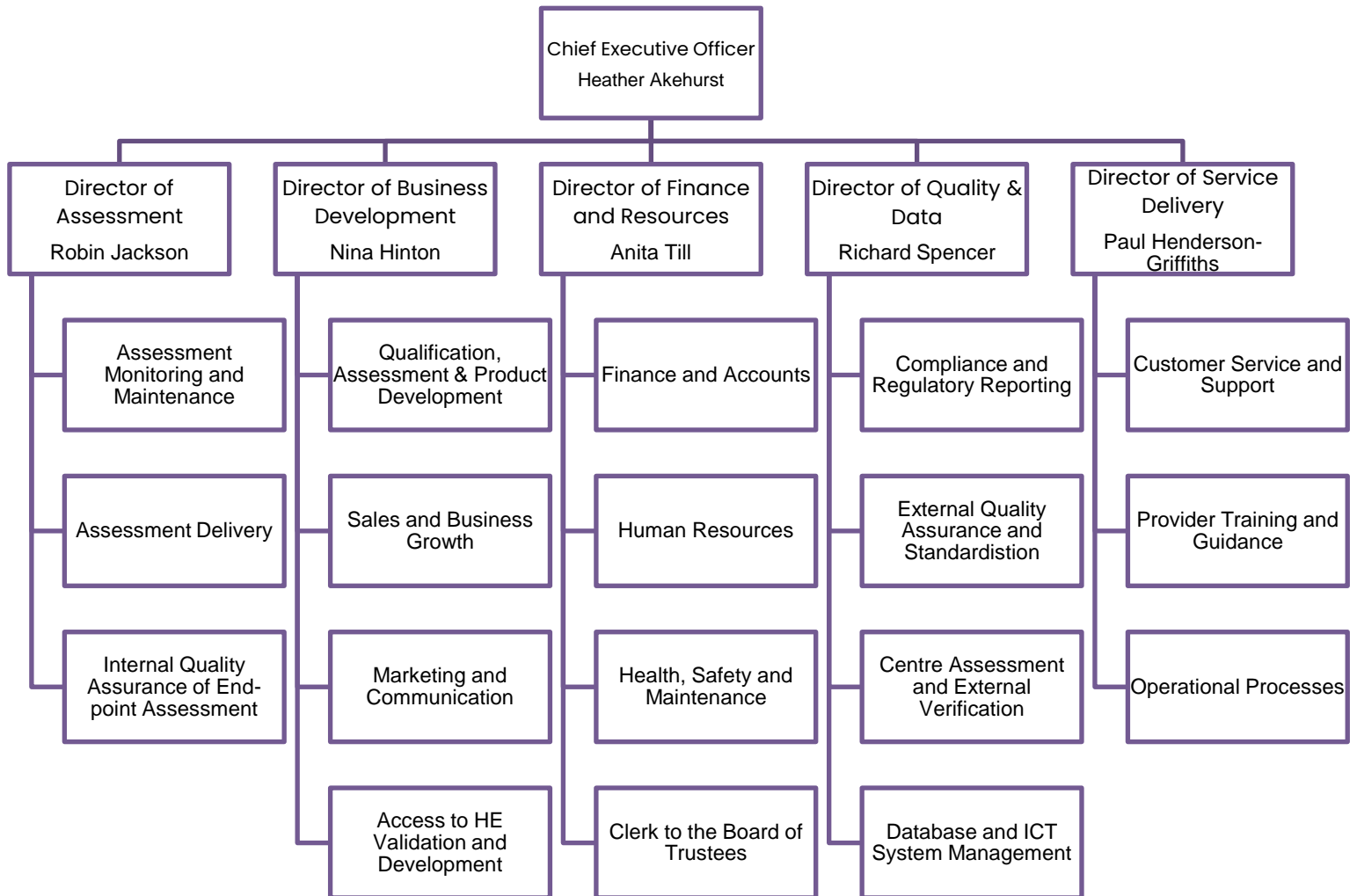
In particular Open Awards offers access to:

- 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 Service Delivery 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: Senior Administrator
RESPONSIBLE TO: Operations Team Leader
STATUS: Permanent – Full Time
SALARY: £22,859 per annum

BASE & HOURS OF WORK: 35 hours per week, with occasional Saturday working (09:00-12:30) required. Three days per week (Tues-Thurs) office based in L24 8RN.

FUNCTION OF THE POST:

- To work with the Operations Team Leader to ensure continuous improvement of Open Awards administrative systems and procedures to meet the needs of our customers and regulators.
- To provide guidance, support and training to the team of office based clerical administrators as first point of escalation for their queries.
- To coordinate the workload of the clerical administrators, ensuring adherence to service level agreements and deadlines.
- To provide efficient and effective administrative support for Open Awards Provider Recognition, Quality Assurance & Registration and Awards processes.
- To provide admin support on Open Awards products and services to customers and staff.

MAIN DUTIES AND RESPONSIBILITIES:

1. To provide guidance, support and training to the team of office based clerical administrators as first point of escalation for their queries.
 - To provide training and support to clerical administrators on new and updated procedures
 - To be the first point of escalation for queries the clerical administrators have in the day-to-day operation of performance of their duties
 - To co-ordinate the work of the clerical administrators including allocation of the internal administration support ticket system.
2. To ensure adherence to service level agreements for administrations work and ensure quality of work is maintained.

- Run reports to ensure adherence to SLA and quality of work
 - Check data file for certificate submission.
 - Work with Operations Officer to identify improvements needs to administrative process and work collaboratively on the writing, training and implementation of these processes.
3. To provide high quality customer service to Providers and other stakeholders, including:
- ⊖ Providing advice and guidance to Providers in offering Open Awards products; ○ Providing support for Providers in using the Open Awards systems (e.g. portal, unit bank, website);
 - ⊖ Promptly process qualification request forms, learner registration forms and results received and liaise with Providers;
 - ⊖ Recording receipt of verification reports against courses and qualifications on the Open Awards database.
 - ⊖ Deal with enquiries/queries from Providers;
 - Communicate changes to Providers and staff.
4. To provide admin support to Providers and staff on Open Awards processes, products and services, including:
- Adding units to Quartz database;
 - Updating programmes and courses and qualifications.
 - ⊖ Recording and maintaining accurate and current data on the Open Awards database;
 - ⊖ Checking all documentation for accuracy and validity before issuing;
 - ⊖ ○ Ensuring a robust system for certification is in place to produce certificates and send securely to Providers;
 - ⊖ Reviewing the processes and procedures for the secure certification of Open Awards products and making recommendations for change.
 - ⊖ Co-ordination of dispatch and receipt of assessment papers.
5. To record and maintain accurate data on approved Providers, courses, qualifications and learners on the Open Awards database.
- Check the accuracy of data held for Providers and contacts.
 - Ensure valid ULN's are recorded for a learner.
 - Update accurate information for the Personal Learning Record (PLR)
 - Ensure database does not hold duplicate records for a learner.

6. Generate reports from the Open Awards database and other reporting tools to support accuracy of data and; monitoring service standards to ensure excellent customer service is maintained and service standards are met.
7. Work collaboratively with Open Awards staff to provide a robust support network for Open Awards products and services.
8. To work with the Clerical Administrators to provide clerical support for Open Awards and answer calls.

General responsibilities

9. Follow Open Awards procedures accurately and reliably.
10. Present a professional approach.
11. Maintain up to date records of activities in Quartz database in accordance with policies and procedures.
12. Work with other members of the Open Awards team to co-ordinate activity.
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. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
16. 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.

Open Awards Mission, Vision and Values

Our Vision is:

To change lives through learning.

Our Mission Statement is:

To support educational achievement for all learners.

Our Values are:

- a. Excellence: To exceed standards in all we do, inspire excellence in our staff, Providers and learners, and deliver a personalised customer service that surpasses expectations.
- b. Respect: To foster a culture of respect and inclusiveness, being receptive to each other and customers, and acting with integrity.
- c. Innovation: To listen, learn, discover and develop; to respond effectively to and invest in our staff, Providers and learners.
- d. Aspiration: We strive to be visionary and influential.

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.

Flexibility will be required in this role to meet the needs of the organisation.

Job description reviewed – May 2025

Person Specification

| Criteria | Knowledge and Skills | Essential/ desirable criteria |
|------------------------------------|---|--|
| Qualifications and Training | 1. Level 3 Qualification or above. | Desirable |
| Experience | 2. Have previous relevant experience and an eye for detail 3. Experience of working in a similar role. 4. Experience in developing and implementing new systems. 5. Experience of developing and maintaining customer relationships. 6. Experience of inputting, interrogating and manipulating data in a database/management information system. | Essential Essential Essential Essential Essential |
| Skills/Abilities | 7. Ability to monitor workloads and deliver to agreed service standards. 8. Ability to create and maintain good working relationships with customers and colleagues. 9. Ability to work unsupervised be self motivated and use own initiative. 10. Ability to work to tight/fixed timescales, prioritise work, meet deadlines and have excellent time management skills. 11. Ability to work within a team. 12. Be ICT literate using Microsoft Office, Outlook Email, Adobe Acrobat reader and other Microsoft Office products in a range of contexts and for a range of purposes. 13. Excellent communication and interpersonal skills. 14. Ability to communicate effectively both orally and in writing. | Essential Essential Essential Essential Essential Essential Essential Essential |
| | 15. Excellent customer service skills. 16. Ability to implement changes and communicate to others. 17. Ability to identify problems and suggest solutions. | Essential Essential Essential |
| Commitment | 18. A commitment to Equality & Diversity. 19. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards. 20. Commitment to Customer Service. | Essential Essential Essential |

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|--------------|--|-------------------------------------|
| Other | 21. Be adaptable, flexible and open to change. 22. Willingness to travel. 23. Willing to undertake staff development activities. | Essential Essential Essential |
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