



Changing lives through learning

Operations Team Leader

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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 Paul Henderson-Griffiths- paul.hendersongriffiths@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:

Paul Henderson-Griffiths
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

Email application to:-

Paul.hendersongriffiths@openawards.org.uk

The **closing date** for applications for the post is 17:00 on Friday 31 October 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.

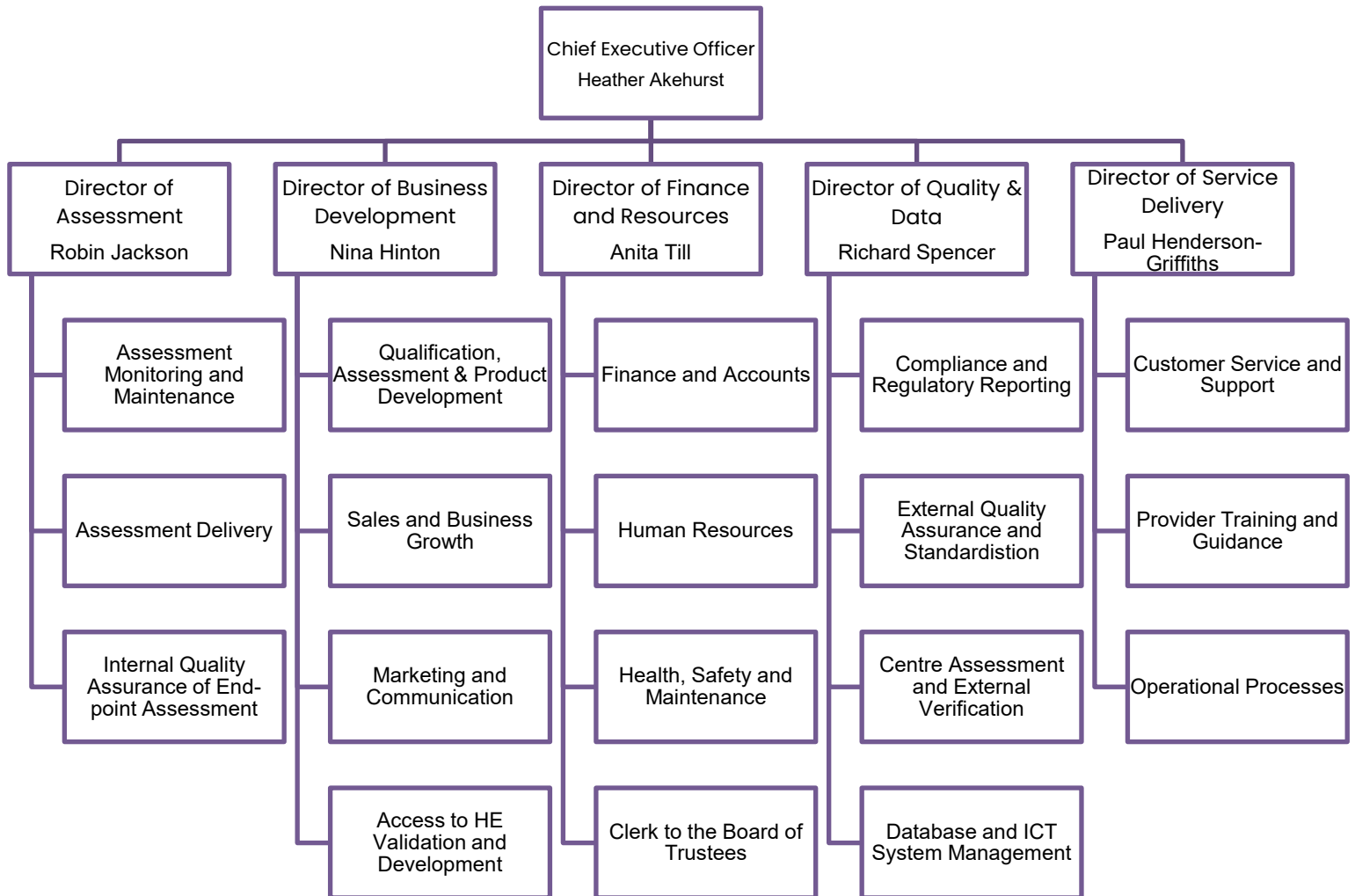
In particular Open Awards offers access to:

- 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: Operations Team Leader

Responsible To: Director of Service Delivery

Status: Permanent, Full-Time

Salary: £30,660.00

Location: Hybrid role, with work as required from our offices in Speke, Liverpool, L24 8RN

35 hours per week, to work flexibly, across Monday-Saturday; (between the hours of 08:00-18:00 Monday-Friday and 09:00-12:30 Saturday).

FUNCTIONS OF POST:

- Responsibility for developing, implementing and improving procedures across Open Awards products and services, to include, but not limited to; for the following areas:
 - Registrations
 - Award and certification
 - Provider records
 - Qualification and course records (including validity cycles)
 - Remote Invigilation
- To line manage the administration team
- Monitor service standards across services and products and identify necessary measures from these
- To coordinate validation panels for approval of Open Awards qualifications in line with regulatory requirements.
- To develop, implement and disseminate processes for approval, including registration, awards, and training that are compliant with regulatory requirements.
- To provide key performance data relating to approval, registration and awards activities in order to help drive improvements.
- To co-ordinate the production of guidance documents and training relating to approval, registration and awards activities and use of Open Awards systems.
- To support and train Providers and colleagues on the administrative processes for the approval, registration and awards of Open Awards qualifications, programs and courses and well as Open Awards systems.
- To provide day to day support for the effective and efficient operation of the organisation.

MAIN DUTIES AND RESPONSIBILITIES:

Operation of Open Awards products

1. Develop, maintain and evaluate administrative systems and processes across Open Awards in line with regulatory requirements.
2. Support the development of Open Awards' qualifications, programmes and courses, including:
 - Advise providers on queries, changes to existing courses and setting up new courses/programmes.
 - Coordinate validation, revalidation and unit review activities and monitor required actions to ensure they are completed.
 - Ensure records relating to validation/validity activities are maintained e.g. panels minuted, evidence of validation recorded and database updated.
3. Ensure data relating to qualifications, courses and learners is up to date and accurate on Open Awards, QAA and OfQual, Qualification in Wales database, in liaison with the ICT, Data and Development teams, including:
 - Check database against programme submission documents / assessment platform data to ensure accuracy
 - Undertaking regular monitoring and audit activities in relation to programme/course/learner data
 - Provide data reports to the wider team to support business and regulatory activities
4. Ensure the Open Awards high-stake qualifications are administered through efficient processes that comply with Ofqual regulations and Open Awards' approved assessment strategy:
 - Provide support for Providers offering external assessments
 - Coordinate the secure administration of printing, posting, scanning and recording paper-based assessments
 - Provide training and support to providers and colleagues with the implementation of new or changes to processes
 - Work collaboratively with providers and Open Awards colleagues to address administration issues and ensure service standards are met
 - Report on activity to the management team

Administrative processes

5. Monitor service standards, evaluate the effectiveness of procedures and make changes to ensure continuous improvement to:
 - Centre Recognition
 - Approval of new qualifications/courses
 - Registration and Certification
6. Undertake problem solving in dealing with day to day issues as they arise. Resolving database issues relating to registration and awards processes.
7. Manage certificate stocks and ensure these are held securely and to manage the e-certification process to ensure security is maintained.
8. Develop and manage the administration filing system (electronic and manual) and document management system to ensure the maintenance of accurate records.
9. Produce activity reports and information for Providers. Analyse reports and provide information to Management team.

People Management

10. Manage the work of administration staff across Open Awards as required to meet team objectives in accordance with the tasks set out in the job description.
 - Set realistic targets and deadlines
 - Carry out reviews of workloads and capabilities across the team
 - Undertake one-to-ones
 - Undertake appraisals and performance management
 - Motivate and get the best from the role
 - Co-ordinate the work of the administration team with other officers within Open Awards

Provider Support/Training

11. Provide support / deliver training to and colleagues on Open Awards administrative processes.
12. Communicate changes and disseminate information to Providers and deal with issues and queries from Providers.

13. Ensure all published guidance relating to the Administration processes and training (including videos) is accurate, up to date and compliant with regulatory requirements.
14. Provide first line support for providers via phone, email and other mediums across all Open Awards products and services when required.
15. Deal with queries escalated by the administration team and/or Provider Support and Training Advisors.

General Responsibilities

16. Maintain up to date and accurate records of activities in Quartz database in accordance with policies and procedures.
17. Work with the Information Systems (IS) team to make an effective and ongoing contribution to the development and review of the Open Awards database and other information systems.
18. Communicate both orally and in writing with a range of organisations in carrying out duties on the portfolio of work.
19. Work with other members of the Open Awards team to co-ordinate activity.
20. Travel to and work from any site that the duties of the job may require.
21. Carry out any other duties as specified, from time to time by the Management Team.
22. Support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
23. 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:

- 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.
- Respect: To foster a culture of respect and inclusiveness, being receptive to each other and customers, and acting with integrity.
- Innovation: To listen, learn, discover and develop; to respond effectively to and invest in our staff, Providers and learners.
- 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.

Job Description: October 2025

Person Specification

Post Title: Operations Team Leader

Criteria	Knowledge and Skills	Essential /desirable criteria
Qualifications and Training	1. Level 3 Qualification or above.	Essential
Experience	2. Relevant experience in an Awarding Organisation or other educational environment. 3. Experience of working in a supervisory role and managing staff. 4. Experience of developing and implementing effective operational systems. 5. Experience of developing and maintaining customer relationships. 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. 7. Experience of preparing and delivering training 8. Experience of inputting, interrogating and manipulating data in a database/management information system.	Desireable Essential Essential Essential Essential Essential Essential Essential
Skills/Abilities	9. Ability to monitor workloads and deliver to agreed service standards. 10. Ability to create and maintain good working relationships with customers and colleagues. 11. Ability to work unsupervised be self motivated and use own initiative. 12. Ability to work to tight/fixed timescales, prioritise work, meet deadlines and have excellent time management skills. 13. Ability to lead a team and work across teams. 14. Excellent communication and interpersonal skills. 15. Excellent analytical, presentation, written and oral skills.	Essential Essential Essential Essential Essential Essential Essential Essential

	16. Excellent customer service skills. 17. Ability to implement changes and communicate to others. 18. Problem-solving skills.	Essential Essential Essential
Commitment	19. A commitment to Equality & Diversity. 20. An understanding of and a personal commitment to the Vision, Mission and Values of Open Awards. 21. Commitment to Customer Service.	Essential Essential Essential
Other	22. Be adaptable, flexible and open to change. 23. Willingness to travel. 24. Willingness to undertake staff development activities.	Essential Essential Essential