



Changing lives through learning

# Product Development Officer

Job Vacancy Information Pack

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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 Robin Jackson on [robin.jackson@openawards.org.uk](mailto:robin.jackson@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). The application form can be found on the Open Awards website.

Completed forms should be returned to:

Robin Jackson  
Open Awards  
Estuary Commerce Park,  
17 De Havilland Drive  
Speke  
Liverpool

Email application to:  
[robin.jackson@openawards.org.uk](mailto:robin.jackson@openawards.org.uk)

The **closing date** for applications for the post is 17:00 on Monday 26<sup>th</sup> January 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.

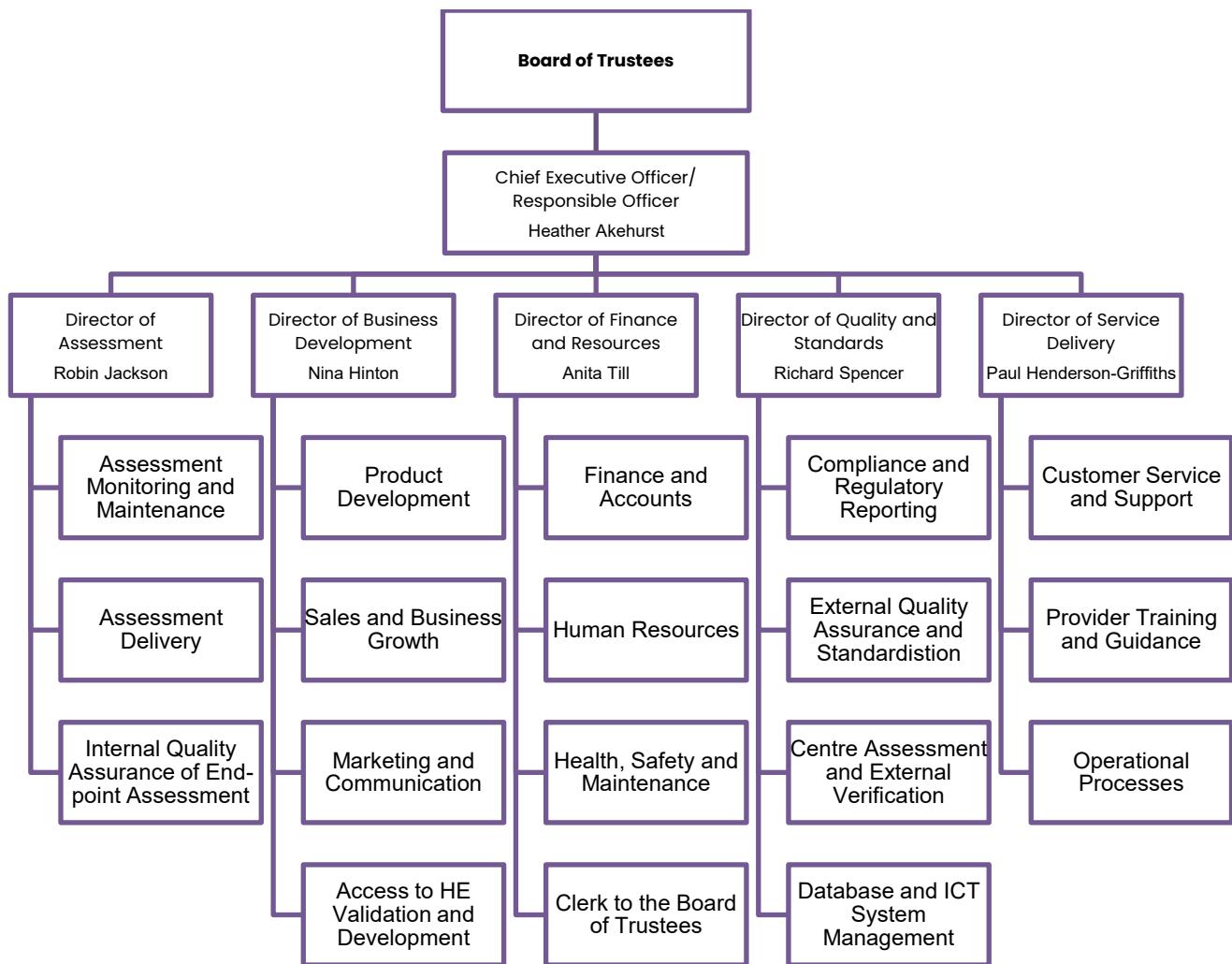
In particular Open Awards offers access to:

- 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 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>	<b>Product Development Officer</b>
<b>RESPONSIBLE TO:</b>	<b>Product Development Manager</b>
<b>SALARY:</b>	<b>£30,660 per annum</b>
<b>STATUS:</b>	<b>Full-time (35 hours per week), with occasional weekend work. Permanent.</b>

## FUNCTION OF THE POST:

We are recruiting a Product Development Officer to undertake development activities across qualifications and assessments. This includes a wide range of qualification types, including vocational and technical regulated qualifications, Apprenticeship Assessments, and non-regulated qualifications. Each Product Development Officer at Open Awards has a caseload of developments that includes both qualification content and materials, and controlled assessments. The role will be responsible for ensuring the development projects are completed on time and in line with Open Awards' development procedures. This will include completing key activities themselves and working with subject experts and internal stakeholders as appropriate to the qualification type.

- To lead the development of a caseload of products (qualifications and assessments).
- To work with subject specialist and the wider Open Awards' team to develop qualification and assessment materials and resources in line with development processes.
- To ensure the quality of developed materials meet Open Awards' standards.
- To lead on the implementation of new products and controlled assessments, including training/ support for providers and Open Awards teams; guidance documents; and supporting materials.

## MAIN DUTIES AND RESPONSIBILITIES:

### Product and Service Development

1. Develop a caseload of products and controlled assessments:
  - Develop products in line with agreed timelines/ deadlines and project objectives, including rules of combination; units and indicative content; letters of support and demand; purpose statements/ factsheets; qualification guides and handbooks; assessment strategies and setting specifications; supporting guidance and materials.
  - Preparing and presenting qualifications to validation panels.
  - Coordinate the creation of assessments on Open Awards' assessment platform, including liaising with the assessment platform provider and wider development/ IT teams.
  - Communication of new or amended assessments across a range of stakeholders including internal and external.

2. Quality assure qualification and assessment materials and resources:
  - Coordinate the formatting and proof-reading of qualifications and assessments in preparation for scrutiny and validation.
  - Organise and attend qualification paper evaluation committee (QPEC), coordinating resulting actions.
  - Quality assure qualification guides and other support materials as complete and accurate.
  - Responsibility for version control and secure storage of live assessments.
3. Support the review Open Awards portfolio of qualifications and assessments to ensure they remain valid and continue to meet stakeholder needs, including:
  - Review content (learning outcomes and assessment criteria and/ or indicative content).
  - Collate and action feedback from stakeholders (including subject experts, delivery/training providers, and learners).
4. Ensure data relating to assessment development is up to date and accurate on Open Awards database and assessment platform:
  - Responsibility for the maintenance of accurate assessment records on the Open Awards' database and assessment platform.
  - Undertaking regular monitoring and audit activities in relation to assessment data.
  - Advise on database and assessment platform developments for high-stake qualifications and undertake system testing on any agreed changes.
  - Maintain database records for qualification and assessment developments ensuring they are up-to-date at all times.
5. Ensure the development of assessments are administered through efficient processes that comply with Ofqual/Qualifications Wales and Skills England/Department for Education requirements, and Open Awards' assessment principles and assessment strategies:
  - Coordinate the development and reviews of processes to underpin the development of high-stake qualifications.
  - Ensure processes map to regulatory requirements/ criteria as appropriate.
  - Identify and action improvements to processes to support Open Awards operational and business priorities.
  - 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.
6. Maintain up to date knowledge of qualification, assessment and funding policy.
7. Oversee the implementation of newly developed and/or reviewed products and services to operationalise products and support sales/ marketing:
  - Liaise with staff across Open Awards and disseminating information to assist them in their job role.

8. Manage the work of support staff as required to meet project objectives in accordance with the tasks set out in the job description.

**General Responsibilities:**

9. Represent Open Awards at a local and national level.
10. Deliver training to providers, employers and colleagues.
11. Provide high quality customer service to providers and other stakeholders.
12. Support the coordination of events, webinars and workshops.
13. Provide support to providers on how to use Open Awards products and services and deal with requests for information.
14. Support the development of related marketing and promotional materials in liaison with the Development and Marketing team such as case studies and news articles.
15. Maintain up to date records of activities in Quartz database in accordance with policies and procedures.
16. Travel to and work from any site that the duties of the job may require.
17. Carry out any other duties as specified, from time to time by the Management Team.
18. To support the organisation's commitment to equality and diversity and to 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 – January 2025

## Person Specification

Criteria	Knowledge and Skills	Essential/Desirable Criteria
<b>Qualifications and Training</b>	<ol style="list-style-type: none"> <li>1. Level 2 English qualification or above</li> <li>2. Professional or Vocational Qualification in a commercial, public or education sector at Level 4 or above</li> <li>1. Evidence of continued professional development</li> </ol>	<p>Essential Desirable Essential</p>
<b>Experience</b>	<ol style="list-style-type: none"> <li>1. Experience of delivery or administration of an Ofqual/QW-regulated qualification</li> <li>2. Experience working on new development projects from business case to market launch</li> <li>3. Experience of qualification or assessment development or delivery</li> <li>4. Knowledge and expertise in education, training and assessment</li> <li>5. Project management skills – the ability to plan and deliver to targets; the ability to kick-start a new project and ensure achievement against agreed aims and objectives</li> <li>6. Experience of using and interrogating databases</li> <li>7. Experience of working in a supervisory role or managing staff</li> <li>8. Experience of writing education / training materials or assessments or producing or delivering blended learning materials</li> <li>9. Experience of delivering staff development or training</li> </ol>	<p>Essential Essential Essential Essential Essential Essential Essential Essential Desirable</p>
<b>Skills/Abilities</b>	<ol style="list-style-type: none"> <li>10. Strong interpersonal skills</li> <li>11. Confident in the use of ICT</li> <li>12. High level communication skills both verbal and written</li> <li>13. Ability to represent Open Awards in discussions with customers and other stakeholders</li> <li>14. Ability to work on own initiative within agreed targets and goals</li> <li>15. Ability to organise work on multiple accounts/tasks at once</li> <li>16. Ability to build strong relationships with customers and colleagues</li> <li>17. Ability to develop and implement processes that meet regulatory requirements</li> <li>18. Good understanding of the requirements for marketing/selling of educational products</li> <li>19. Ability to identify and critically evaluate business opportunities to determine viability</li> </ol>	<p>Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential</p>

	20. Ability to work unsupervised, be self-motivated and use own initiative to meet agreed targets 21. Ability to organise work on multiple projects/accounts at once 22. Ability to manage staff 23. Ability to identify and solve problems and suggest solutions 24. Be ICT literate using Microsoft Office and Outlook for a range of purposes	Essential Essential Essential Essential Essential
<b>Commitment</b>	25. A commitment to Equality & Diversity. 21. Commitment to customer services.	Essential Essential
<b>Personal Attributes</b>	26. Confident strategic thinker 27. Willing to undertake staff development activities 28. Be adaptable, flexible and open to change. 29. Willingness to travel, including occasional overnight stays 24. Current driving licence	Essential Essential Essential Essential Desirable