open awards

Changing lives through learning

Product Development Manager

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 Irene Oliver on irene.oliver@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:

Irene Oliver
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

Email application to:-
irene.oliver@openawards.org.uk

The **closing date** for applications for the post is 17:00 on Friday 13th November 2026.

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.

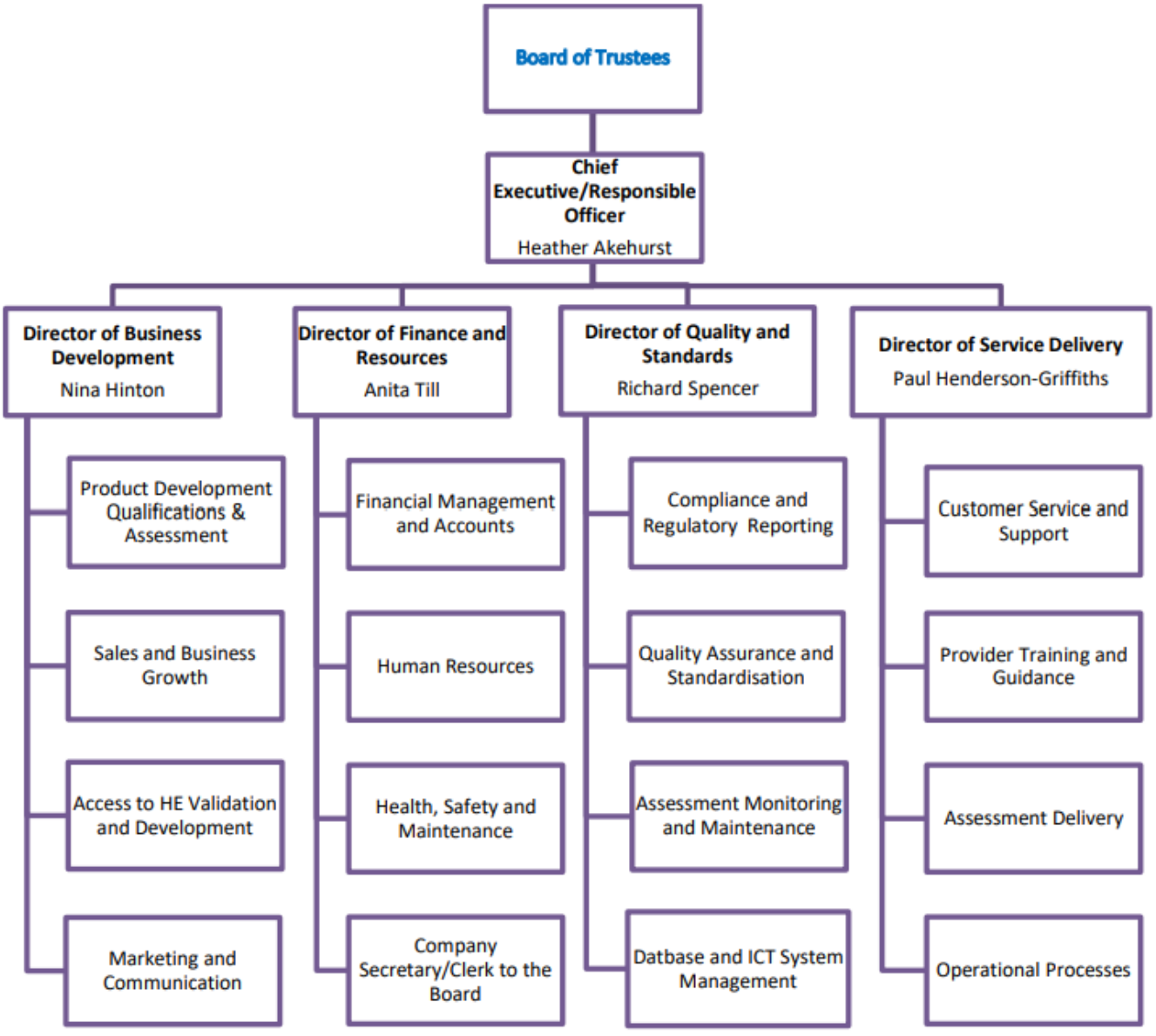
In particular Open Awards offers access to:

- 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 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: **Product Development Manager**

RESPONSIBLE TO: **Head of Product Development**

SALARY: **£41,099 per annum**

FUNCTION OF THE POST:

This role has been designed to manage a team of Product Development Officers and external contractors to oversee the project management of qualification and controlled assessment developments.

Reporting to the Head of Product Development, this role is responsible for managing developments to agreed timelines and project objectives. The role will be responsible for preparing qualifications and assessments for validation/ revalidation and ensuring that all product content and materials are fit for purpose and have been developed in line with Open Awards' processes.

Whilst this is a management role, there is an expectation that the role also carries a caseload of development projects and completes day-to-day tasks required to meet the ambitious development plan at Open Awards.

- To manage and develop Open Awards portfolio of qualifications (including Apprenticeship Assessment) through their life cycle
- To project manage development projects and contracts
- To ensure the quality and continuous improvement of developed materials and resources
- To prepare product development submissions for internal validation and external review (e.g. Ofqual, Qualifications Wales and Skills England)
- To line manage product development and support staff in line with areas of responsibility.

MAIN DUTIES AND RESPONSIBILITIES:

Product and Service Development

1. Manage the development of new qualifications and controlled assessments in line with strategic objectives and in conjunction with the Director of Assessment:
    - Use intelligence from the labour market and centres to identify opportunities for qualification development
    - Produce initial proposals for qualifications and secure approval from the Management Team to take qualification developments forward
    - Coordinate the completion of qualification developments to agreed timescales, including agreeing rules of combination; writing and reviewing units and indicative content; sourcing letters of support; writing purpose statements/ factsheets; and supporting guidance; development assessment setting specifications and strategies; producing employer engagement packs and evidence; and producing external facing guidance.
    - Coordinate the completion of controlled assessment developments to agreed timescales, including agreeing setting specification; producing assessment specifications and templates; managing the writing and reviewing of assessment materials and questions, leading QPEC processes; coordinating the quality assurance of 'built' assessments
    - Recruit, contract and manage subject specialists as required
    - Prepare and present qualifications to validation panels
    - Oversee the submission of qualifications to regulatory and funding bodies
    - Produce assessment strategies and materials in conjunction with Quality Assurance, Assessment Delivery and Operational teams
    - Regularly review development processes to ensure ongoing regulatory compliance and operational efficiency
    - Quality assure produced qualification and assessment materials, and associated processes.

2. Manage product development projects:
    - To coordinate project activities to ensure contractual compliance and achievement against agreed project outcomes
    - To develop and oversee processes for the monitoring and evaluation of the project against agreed aims and objectives
    - To take day-day responsibility for the management of the project budget and expenditure
    - To liaise with project partners, subject specialists and learners to ensure participation in line with the project plan (roles and responsibilities)
    - To build relationships with key contacts in employers, target providers and HEIs in order to develop their knowledge and understanding of the provision and ensure we meet their needs and potential support requirements

- To liaise with contractors in relation to contractual compliance, project progress against aims/objectives and ensuring prompt and accurate reportin
- Attend and participate in any external relevant meetings, disseminating information gathered as appropriate.

3. Lead the regular review Open Awards portfolio of regulated qualifications and non-regulated products to ensure they remain valid and continue to meet stakeholder needs:
   - Coordinate the review of qualifications in line with review dates and/or stakeholder need
   - Present decisions to revalidation panel.

4. Ensure compliance with regulatory requirements at all times.

5. Maintain up to date knowledge of qualification and funding policy.

6. Monitor trends in qualification and learning/assessment materials in order to ensure Open Awards proactively responds to the market.

7. Oversee the development of agreed new non-regulated products.

8. Oversee the implementation of newly developed and/or reviewed products and services in order to maximise sales and product awareness:
   - Work with the Sales and Marketing team to develop a marketing plan for each newly developed product
   - Liaise with staff across Open Awards and disseminate information to assist them in their job rol
   - Undertake problem solving and deal with day-to-day issues both within the operational area and across Open Awards
   - Develop and maintain relationships with staff within providers that support product development
   - Coordinate and lead workshops and events to support the implementation of newly developed products and services
   - Coordinate the dissemination of content across a range of channels.

9. To develop, maintain and evaluate procedures and systems across Open Awards in line with regulatory requirements and update these systems to ensure continuous improvement. Relevant procedures include:
   - Qualification development
   - Assessment development
   - Unit and indicative content development
   - Quality assurance of products.

People Management

10. Manage the work of Development and Support staff as required to meet project objectives in accordance with the tasks set out in the job description:
    - Set realistic targets and deadlines
    - Undertake appraisals and performance management
    - Motivate and get the best from the role.

General Responsibilities

17. Represent and promote Open Awards at a local and national level.

18. Provide high quality customer service to centres and other stakeholder.

19. Deliver training and standardisation activities required to support product development and implementation activities.

20. Maintain up to date records of activities in databases in accordance with policies and procedures.

21. Travel to and work from Open Awards offices and any site that the duties may reasonably require to undertake the duties of the role.

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

23. To support the organisation's commitment to equality and diversity and to promote nondiscriminatory practices in all aspects of the work undertaken.

24. 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
Qualifications and Training	1. Level 3 qualification or above 2. Professional or Vocational Qualification in a commercial, public or education sector at Level 4 or above 3. Evidence of continued professional development	Essential Desirable Essential
Experience	4. Experience working on new development projects from business case to market launch 5. Extensive knowledge and expertise in education, training and assessment 6. Have current knowledge of regulated vocational and technical qualifications, and controlled assessment 7. 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 8. Experience of working in a supervisory role or managing staff 9. Experience of writing education / training materials or assessments 10. Up to date knowledge of current developments in education including regulatory activities 11. Up to date knowledge of the work of Regulators 12. An understanding of current issues in the post-14 learning and skills sectors 13. Recent experience of teaching in the 14-19 or post-16 sector 14. Experience of delivering staff development or training 15. Experience of writing or preparing funding proposals and bids	Essential Essential Essential Essential Essential Essential Essential Essential Desirable Desirable Essential Desirable

Skills/Abilities	16. Strong negotiation and facilitation skills 17. Strong interpersonal skills 18. Confident in the use of ICT 19. High level communication skills both verbal and written 20. Ability to represent Open Awards in discussions with customers and other stakeholders 21. Ability to work on own initiative within agreed targets and goals 22. The ability to initiate and develop good practice and to contribute to the strategic development of the organisation and providing leadership 23. Ability to build strong relationships with customers and colleagues 24. Ability to develop and implement processes that meet regulatory requirements 25. Good understanding of the requirements for marketing/selling of educational products 26. Ability to identify and critically evaluate business opportunities to determine viability 27. Ability to work unsupervised, be self-motivated and use own initiative to meet agreed targets 28. Ability to organise work on multiple projects/accounts at once 29. Ability to manage staff 30. Ability to identify and solve problems and suggest solutions 31. Be ICT literate using Microsoft Office and Outlook in a range of purposes	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential
Commitment	32. A commitment to Equality & Diversity 33. Commitment to customer services	Essential Essential
Personal Attributes	34. Confident strategic thinker 35. Willing to undertake staff development activities 36. Be adaptable, flexible and open to change 37. Willingness to travel, including occasional overnight stays 38. Current driving licence	Essential Essential Essential Essential Desirable