



Changing lives through learning

Assessment Delivery Administrator

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 Paul Henderson-Griffiths on 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 Tuesday 23rd June 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.

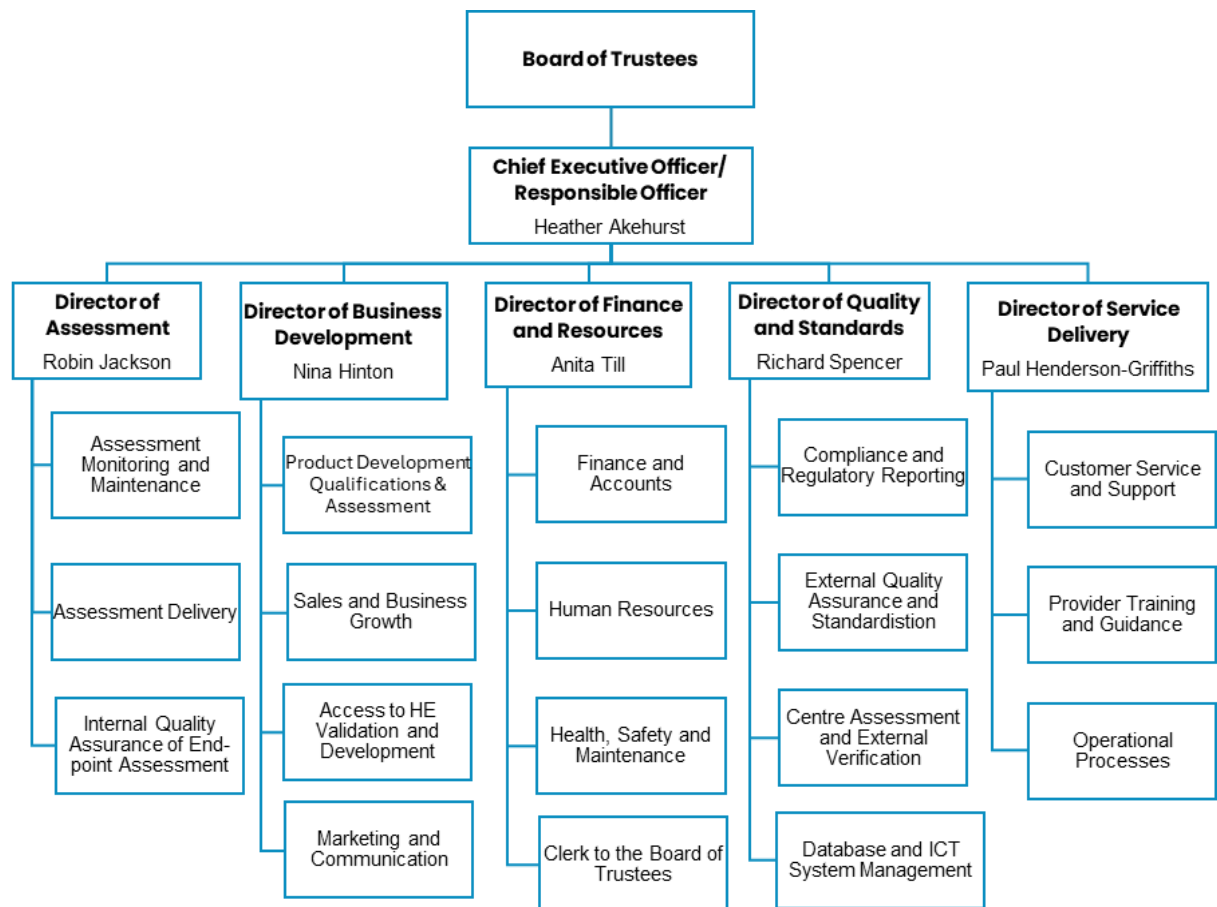
What We Offer You

- Flexible working
- Contributory Pension Scheme
- Hybrid working for office based posts
- Counselling Helpline
- Commitment to Disability Confident
- Health and Wellbeing groups
- Generous holiday and sick leave provisions
- A great team of people to work with

Meeting the Team

The role you are applying for is based within the Service Delivery (Operations) 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 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
- 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: Assessment Delivery Administrator

RESPONSIBLE TO: Director of Service Delivery

**STATUS: Full-Time, Permanent, 35 hours per week, between 08:00-18:00.
Occasional Saturday working required.**

SALARY: £23,796.00 per annum

PURPOSE OF THE POST

To provide administrative support for the delivery of controlled assessments relating to Open Awards qualifications and Apprenticeship Assessment (previously End-point assessment), ensuring activities are delivered efficiently, accurately and in accordance with Open Awards policies and regulatory requirements.

The postholder will coordinate assessment administration activities, maintain accurate records, support contractors, Providers and employers, and contribute to the continuous improvement of assessment delivery processes and customer service standards.

MAIN DUTIES AND RESPONSIBILITIES

Assessment Administration

1. Support the administration of assessment activities by:

- Processing assessment bookings, registrations and scheduling activities.
- Processing remote invigilation and apprenticeship assessment arrangements.
- Maintaining assessment schedules and contractor allocations
- Liaising with Providers, employers, learners, contractors and colleagues regarding assessment arrangements.
- Supporting the organisation and preparation of standardisation, training and awarding activities.
- Assisting with results processing and release activities.
- Resolving routine operational issues and escalating complex matters appropriately.
- Undertaking general administrative activities to support assessment delivery.

Assessment Processes and Compliance

2. Support the effective operation of assessment delivery processes by:

- Following and maintaining established assessment delivery procedures.
- Contributing to the review and improvement of operational processes.
- Ensuring activities are carried out in accordance with regulatory requirements and Open Awards policies.

- Assisting colleagues, providers, employers and contractors to understand and comply with assessment requirements.
- Identifying potential process improvements and reporting recommendations to relevant managers.
- Monitor service activities by providing administrative information to support operational planning.

Data Management and Reporting

4. Support performance monitoring activities by:

- Collecting and collating assessment delivery data.
- Producing routine reports on assessment activity and service performance.
- Recording customer feedback and assessment delivery incidents.

5. Maintain accurate assessment records by:

- Ensuring qualification and assessment records are accurate and up to date on Open Awards systems.
- Undertaking regular data checking and validation activities.
- Supporting audits and reviews of assessment data as required.

Guidance, Training and Communications

6. Support the maintenance of assessment guidance by:

- Assisting with the review of published guidance and documentation.
- Identifying information requiring updating or clarification.
- Supporting the development and dissemination of guidance materials.

7. Support assessment communications by:

- Working with colleagues to coordinate assessment communications and updates.
- Assisting with the preparation and distribution of guidance and training materials.

8. Coordinate assessment training and standardisation activities by:

- Processing bookings and registrations.
- Providing access to online events and training sessions.
- Monitoring attendance and completion of pre-event requirements.
- Collecting and reporting participant feedback.
- Maintaining records relating to training and standardisation events.

Stakeholder Support

9. Build effective working relationships by:

- Providing a professional and responsive service to customers and stakeholders.
- Supporting Providers, employers, contractors and learners with assessment-related enquiries.
- Working collaboratively with colleagues across Open Awards to ensure effective service delivery.

GENERAL RESPONSIBILITIES

10. Provide support to colleagues as required to ensure organisational priorities are achieved.
11. Manage own workload effectively to meet agreed service standards and deadlines.
12. Maintain accurate records of activities in Open Awards systems in accordance with organisational policies and procedures.
13. Work collaboratively with colleagues across Open Awards to support assessment delivery activities.
14. Travel to and work from any site that the duties of the role may reasonably require
15. Undertake any other duties commensurate with the grade of the post as required by the Management Team.
16. Support the organisation's commitment to equality, diversity and inclusion and promote non-discriminatory practices in all aspects of work undertaken.
17. Ensure all work is carried out in accordance with statutory requirements, Open Awards policies and procedures, health and safety legislation, and the Mission, Vision and Values of Open Awards.

Open Awards Mission, Vision and Values

Our Vision

To change lives through learning.

Our Mission

To support educational achievement for all learners.

Our Values

Excellence

To exceed standards in all we do, inspire excellence in our staff, centres 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, centres and learners.

Aspiration

We strive to be visionary and influential.

This job description is not intended to be either prescriptive or exhaustive and is issued as a framework outlining the principal duties and responsibilities of the post.

Job Description reviewed – June 2026

Person Specification

Criteria	Knowledge and Skills	Essential /desirable criteria
Qualifications and Training	1. Level 2 English qualification. 2. Level 2 maths qualification.	Desirable Essential Essential
Experience	3. Working in a similar role in an educational environment. 4. Developing and implementing effective administrative policies and procedures. 5. Developing and maintaining customer relationships. 6. Inputting, interrogating or manipulating data. 7. Understanding of assessment, teaching and/or quality assurance.	Essential Essential Essential Essential Desirable
Skills	8. Ability to contribute to activity of a team to ensure effective use of resources to meet targets. 9. Be self-motivated to use own initiative and prioritise work to meet agreed targets. 10. Develop, implement and disseminate processes that are operationally effective and meet regulatory requirements. 11. Ability to build strong good working relationships with customers and colleagues. 12. Ability to interpret and communicate complex information (including data) in a clear manner. 13. Represent Open Awards in discussions with customers and other stakeholders. 14. Strong verbal and written communication skills. 15. Ability to work as part of a team. 16. Ability to identify and solve problems and suggest solutions. 17. Keen eye for detail. 18. Ability to manage staff, including independent contractors. 19. Be ICT literate using Microsoft Office and Outlook for a range of purposes.	Essential Essential Essential Essential Essential Essential Essential Essential Desirable Essential
Commitment	20. A commitment to Equality & Diversity. 21. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards. 22. Commitment to Customer Service.	Essential Essential Essential
Other	23. Be adaptable, flexible and open to change. 24. Willingness to travel. 25. Willing to undertake staff development activities.	Essential Essential Essential

