open awards

Changing lives through learning

Business Development Officer

Job Vacancy Information Pack

Contents

Contents 2
Introduction 3
How to Apply 3
Mission, Vision and Values 4
Who are Open Awards? 5
Open Awards Services 5
Meeting the Team 6
Equality and Diversity 7
Safeguarding Statement 8
Job Description 9
Person Specification 9

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 Teri Greaves on teri.greaves@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:

Teri Greaves
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

Email application to:-
teri.greaves@openawards.org.uk

The **closing date** for applications for the post is 17:00 on Tuesday 1st September.

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, knowledg**e 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.

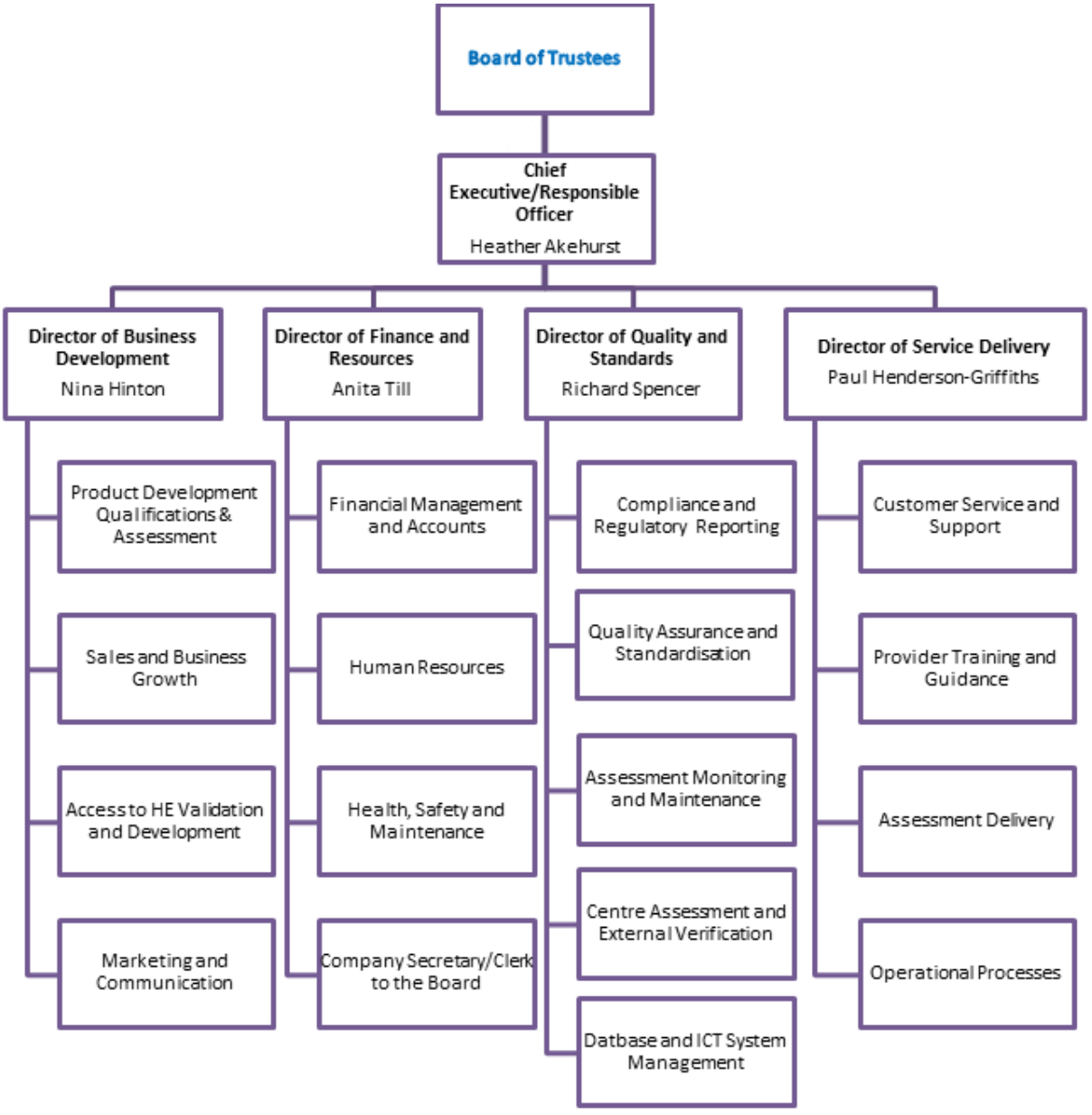
In particular Open Awards offers access to:

- 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 Quality 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: Business Development Officer

RESPONSIBLE TO: Business Development Manager

STATUS: Full-time (35 hours per week), permanent

SALARY: £31,917

LOOCATION: Hybrid working (normally 2 days per week in the Open Awards Head Office in Speke)

The Business Development Officer plays an important role in supporting the growth of Open Awards by helping new providers join the organisation and successfully deliver Open Awards qualifications and products.

Working closely with the Business Development Managers, the postholder will manage enquiries from prospective providers, support the provider approval process, and help newly approved providers become established partners with Open Awards.

The role requires strong organisational skills, excellent communication, and the ability to build positive relationships with a wide range of stakeholders.

FUNCTIONS OF POST:

- To support the Business Development team with the provider approval process for new providers
- To work with new providers to ensure they are supported with delivering Open Awards qualifications and products

MAIN DUTIES AND RESPONSIBILITIES:

1. New Provider Enquiries and Lead Management
    - Act as the first point of contact for organisations interested in becoming Open Awards providers.
    - Respond to enquiries from potential providers and provide information about Open Awards products and services.
    - Meet with prospective providers to discuss their enquiry and assess their suitability.
    - Provide advice and guidance regarding Open Awards qualifications and delivery requirements.
    - Proactively follow up on communications and meetings to convert enquiries into approved providers.

2. Provider Approval and Due Diligence
    - Support prospective providers through the Open Awards approval process.
    - Conduct initial risk assessments and due diligence checks to ensure provider suitability and viability.
    - Arrange and support meetings between prospective providers and Business Development Managers where required.
    - Assist provider staff with completing approval documentation and submitting supporting information.
    - Follow up on outstanding documentation and payments to ensure approval processes progress efficiently.
    - Review provider policies and procedures against Open Awards requirements and agreed templates.
    - Develop and agree action plans with providers to support successful approval.

3. Provider Onboarding and Relationship Management
    - Develop and maintain effective relationships with staff at newly approved providers.
    - Support new providers in establishing delivery of Open Awards qualifications and products.
    - Help providers grow their curriculum offer with Open Awards.
    - Work with internal teams to ensure providers receive appropriate support, guidance, and training.
    - Coordinate and deliver a structured handover to the wider Open Awards team to ensure ongoing provider support.

4. Business Development Support
    - Contribute to reporting against business development KPIs to the Business Development team, Senior Management Team, and Board of Trustees as required.
    - Support wider business development activities including document preparation, funding applications, and guidance materials.
    - Respond to customer queries and provide support related to curriculum development.
    - Assist marketing activities including newsletters, direct mail campaigns, and external communications.
    - Source case studies and provider success stories.
    - Contribute to promotional events, meetings, and business development activities.

5. Training and Engagement
    - Deliver training sessions and webinars on Open Awards products, processes, and procedures for internal colleagues and external stakeholders where appropriate.

6. Compliance and Quality
    - Ensure all work is carried out in line with Open Awards policies, procedures, and regulatory requirements.
    - Maintain accurate and up-to-date records of activity in the Quartz database.
    - Support compliance with awarding organisation regulations and quality assurance processes.

General Responsibilities

7. Represent Open Awards at a local and national level, including visiting Open Awards providers.
8. Provide high quality customer service to providers and other stakeholders.
9. Maintain up to date records of activities in Quartz database in accordance with policies and procedures.
10. Travel to and work from any site that the duties of the job may require.
11. Carry out any other duties as specified, from time to time by the Management Team.
12. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
13. 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. Evidence of continued professional development.	Desirable Desirable
Experience	3. Experience of customer service, sales or marketing, including dealing with telephone and email enquiries . 4. Experience of developing and maintaining customer relationships. 5. Experience in an educational setting in dealing with Awarding Organisations and regulatory bodies or having worked within an Awarding Organisation. 6. Experience of reporting information to wider teams and management teams. 7. Project or process management skills – the ability to plan and deliver to targets. 8. Experience in developing and implementing new systems Experience of communicating with customers from a range of educational settings and within different roles. 9. Experience of delivering presentations or chairing meetings.	Essential Essential Desirable Desirable Essential Desirable Essential
Skills/Abilities	10. Strong negotiation and facilitation skills 11. Strong interpersonal skills. 12. High level communication skills both verbal and written Ability to represent Open Awards in discussions with customers and other stakeholders. 13. Ability to work on own initiative within agreed targets and goals. 14. Ability to build strong relationships with customers and colleagues. 15. Ability to develop and implement processes that meet regulatory requirements. 16. Good understanding of the requirements for marketing/selling of educational products and services. 17. Ability to identify and critically evaluate business opportunities or providers to determine viability. 18. Ability to work unsupervised, be self-motivated and use own initiative to meet agreed targets. 19. Ability to organise work on multiple projects/ accounts concurrently.	Essential Essential Essential Essential Essential Essential Desirable Desirable Essential Essential

	20. Ability to identify and solve problems and suggest solutions Be ICT literate using Microsoft Office and Outlook for a range purposes.	Essential
Commitment	21. A commitment to Equality & Diversity. 22. Commitment to customer services.	Essential Essential
Personal Attributes	23. Willing to undertake staff development activities. 24. Be adaptable, resilient, flexible and open to change. 25. Willingness to travel, including occasional overnight stays. 26. Current driving license.	Essential Essential Essential Desirable