open awards

Changing lives through learning

Customer Support & Training Advisor

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 Friday 13 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, 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.

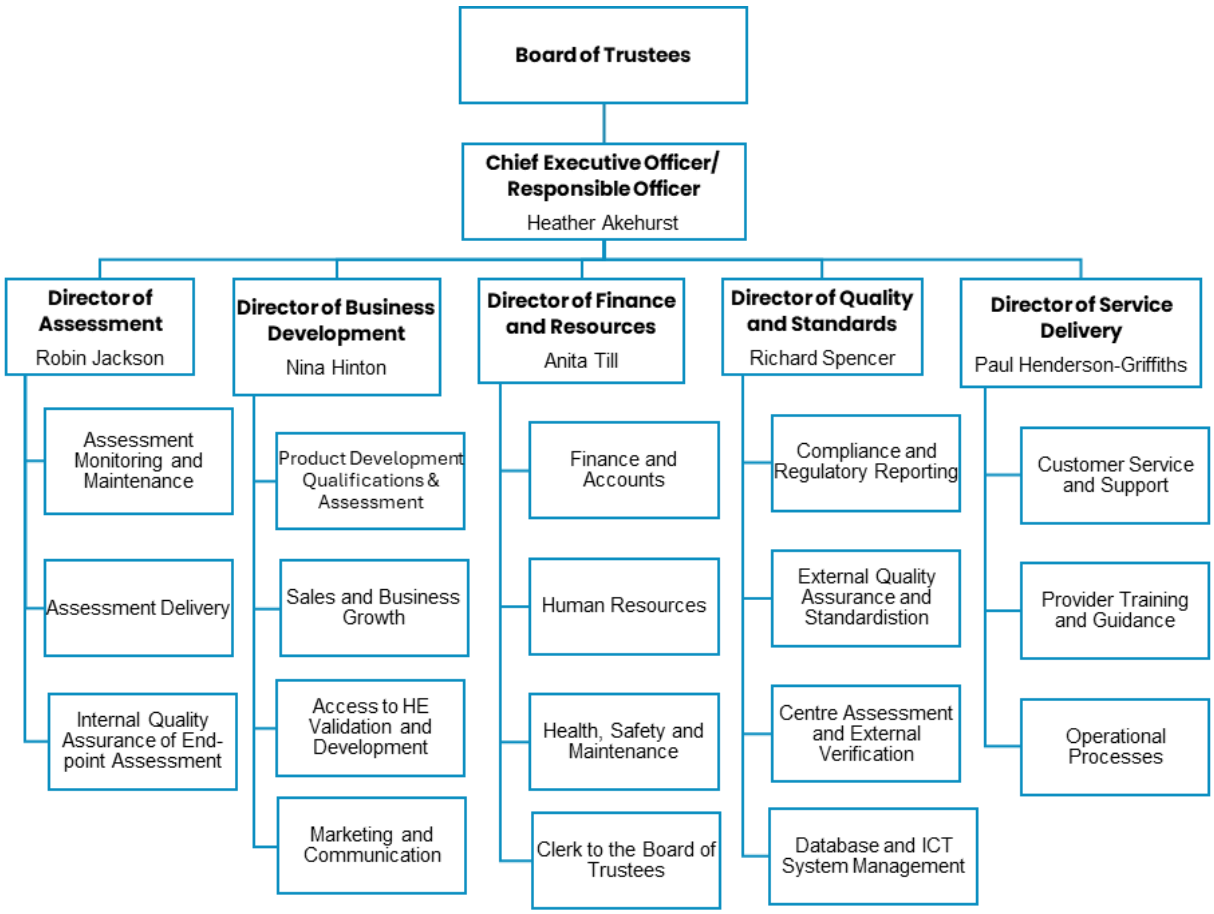
What We Offer You

- 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: **Customer Support and Training Advisor**

RESPONSIBLE TO: **Director of Service Delivery**

SALARY: **£25,534.00 per annum**

STATUS: **Full-Time, Permanent**

35 hours per week, across Monday-Saturday; (between the hours of 08:00-18:00 Monday-Thursday, 08:00-17:00 Friday and 09:00-12:30 Saturday).

FUNCTIONS OF THE POST:

- To provide efficient and effective first line and ongoing customer support for all aspects of Open Awards provision and service, including Provider Recognition, Quality Assurance & Registration and Awards processes, via all mediums.
- To devise, deliver and monitor provider training across all systems and products, including but not limited to, webinars, 1-2-1 training, and videos, on a scheduled and ad-hoc basis.
- To work with the Director of Service and Support and Operations Team Leader to identify develop, update and amend procedures related to the secure award of Open Awards products and services.
- To ensure continuous improvement of Open Awards systems and procedures to meet the needs of our customers and regulators.
- To support the administration team in delivery of their duties.

MAIN DUTIES AND RESPONSIBILITIES:

Support

1. To provide first line support to Providers via phone, email and other mediums to resolve queries on an end to end, first time basis, wherever possible.
2. To provide training, advice, and guidance on all Open Awards products and services, including, but not limited to;
   - Provider Recognition,
   - Quality Assurance,
   - Registration and Awards process,
   - Access to Higher Education,
   - Regulated Qualification,
   - Functional Skills,
   - End-Point Assessment/Apprenticeship Assessment,
   - Micro-Credentials
   - Badge of Excellence.

3. To devise, deliver and maintain training to Open Awards Providers and other key stakeholders on all Open Awards Products, systems and services, with input from colleagues as required. This includes but is not limited to
   - Use of Open Awards Secure Portal across all our services, including end-point assessment
   - Use of the Learning Management System
   - Use of the XAMS assessment platform
4. To produce and update, as required, instructional videos for all Open Awards products and services to be published on our website and other platforms.
5. To provide training and support to internal colleagues across all our systems, processes and products, including the delivery of internal training
6. To ensure Providers experience end-to support from first contact with us.
7. To identify external and internal training needs and respond as required to fulfil training needs.
8. To devise, implement and co-ordinate a training calendar for Providers and colleagues.
9. To provide a robust support network for the administration team in their duties and be a point of escalation for queries from the team. To support this team as and when required in the delivery of their duties.
10. To record and maintain accurate data on approved Providers, courses, qualifications and learners on the Open Awards database.
11. To contribute towards the database development and undertake system testing on any agreed changes. Communicate changes to staff.
12. To ensure we meet our regulatory responsibilities.
13. Follow Open Awards procedures accurately and reliably.
14. Present a professional approach.

General responsibilities

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

16. Work with other members of the Open Awards team to co-ordinate activity.

17. Travel to, and work from any site that the duties of the job may require.

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

19. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.

20. 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, 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; it is issued as a framework to outline the main areas of responsibility at the time of writing.

Job description reviewed – November 2026

Person Specification

Post Title: Customer Support and Training Advisor

Criteria	Knowledge and Skills	Essential /desirable criteria
Qualifications and Training	1. Level 3 Qualification or above.	Desirable
Experience	2. Have previous relevant experience and an eye for detail 3. Experience of working in a similar role. 4. Experience in developing and implementing new systems. 5. Experience of developing and maintaining customer relationships. 6. Experience of devising and delivering training 7. Experience of inputting, interrogating and manipulating data in a database/management information system.	Essential Essential Essential Essential Essential Essential
Skills/Abilities	8. Ability to monitor workloads and deliver to agreed service standards. 9. Ability to create and maintain good working relationships with customers and colleagues. 10. Ability to work unsupervised be self motivated and use own initiative. 11. Ability to work to tight/fixed timescales, prioritise work, meet deadlines and have excellent time management skills. 12. Ability to work within a team. 13. Be ICT literate using Microsoft Office, Outlook Email, Adobe Acrobat reader and other Microsoft Office products in a range of contexts and for a range of purposes. 14. Excellent communication and interpersonal skills. 15. Ability to communicate effectively both orally and in writing. 16. Excellent customer service skills. 17. Ability to implement changes and communicate to others. 18. Ability to identify and solve problems and suggest solutions.	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential

Commitment	19. A commitment to Equality & Diversity. 20. An understanding of and a personal commitment to the Mission, Vision 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. Willing to undertake staff development activities.	Essential Essential Essential