

An Awarding Body offering high-calibre communication qualifications in the UK and throughout the world, **English Speaking Board (International) Ltd.** is currently looking to recruit a Product Development Support.

The successful candidate will be part of ESB's Product Development Team supporting the production, development and review of examinations and assessments in line with regulatory and contractual obligations.

We are seeking a flexible 'can do' person who is an excellent proof reader with a high level knowledge of Microsoft Office, Publisher programs etc. for exam paper production. The ideal candidate will have excellent written communication skills and have the ability to contribute to data collation and analysis in relation to assessments. They should have qualifications at level 3 or above and/or significant experience in administration plus experience in regulated and or educational work environments.

The post is offered as a 12-month contract and may be subject to extension. It is based at ESB's offices in Hattersley Court, Burscough Road, Ormskirk and offers a Grade 2 salary, £17,500 - £21,000 per annum, (pro-rata).

Please send your completed ESB application form (found on our website - CVs alone not accepted) as soon as possible, and by **9 am on Thursday, 26th April** at the latest. See details on our website.

Interviews will be held at our Ormskirk office on **Wednesday 2nd May, 2018.**

Job Description

Job Title:	Product Development Support
Department:	Product Development
Reports to:	Product Development Manager
Liaises with:	Product development team Senior & Chief Examiners

Main function of work

- Under the leadership and direction of the **Product Development Manager** support the production of examinations and assessments in line with regulatory and contractual obligations. Support the development and review of ESB's educational products and services to achieve market share and revenue targets in line with the Strategy.

1. **Assessment production:**

Assist in the process of production by:

- Preparing all examination documentation and proof for accuracy
- Maintaining all existing examination documentation
- Providing up-to-date sample papers and qualification specifications for the ESB website
- Contributing to data collation and analysis in relation to external assessment
- Contributing to the production of assessments, ensuring their accuracy and validity
- Supporting the successful development and review of external assessments

2. **Compliance and regulation**

- Contribute to the review and maintenance of existing products and services, ensuring they remain fit for purpose and compliant with regulatory requirements
- Assist in identifying appropriate ESB products for withdrawal & carry out withdrawal of ESB qualifications in line with ESB policies and regulatory requirements
- Assist in the monitoring and reviewing of the validity of our products in line with ESB policies and regulatory requirements
- Prepare draft products for accreditation

3. Product development

Support the Product Developers:

- In the process of product development including planning, management and execution of activities, ensuring delivery of projects on time and budget
- To review products to enhance competitive advantage in a segmented market and to build product features that reflect customer needs
- Evaluate learner performance of new qualifications

4. Product implementation

Support the Product Developers to:

- Integrate new products, by the creation with Communications team of documentation and support materials for the new product

5. Training and support materials:

- Provide support to the Product Developers and Senior Examiners to ensure ESB external contractors are trained on new products and changes to existing products
- Contribute to the development of standardised training sessions and on line training materials to support teachers effectively utilising ESB products
- Provide support to the Product Developers on research projects as required by ESB

Any other duties commensurate with role to support the organisation's business needs

Person Specification

QUALITIES	ESSENTIAL CRITERIA
Qualifications and Experience	<ul style="list-style-type: none"> • Relevant qualifications at level 3 or above and/or significant experience in administration • Experience in regulated and or educational work environments
Skills and Capabilities	<ul style="list-style-type: none"> • Ability to work well as a member of team • Willingness to go the extra mile to support your team • Excellent communication skills, both written and oral • High level knowledge of Microsoft Office, Publisher programs etc for exam paper production • Ability to work under pressure, to deadlines and to targets • Ability to initiate, plan, organize and evaluate • Drive, enthusiasm and resilience • Committed to equality and diversity

Terms and Conditions

Employment Status: 12 months, full-time (5 days a week) subject to 3 months' probationary period

Salary: Grade 2

Method of payment: Monthly, in arrears

Appointment subject to:

- Satisfactory references
- Confirmation of current/most recent salary details
- Verification of qualifications

Place of work: ESB Office, 9 Hattersley Court, Burscough Road, Ormskirk, Lancashire, L39 2AY

Working hours: 9.00 a.m. to 5.00 p.m. (Monday to Friday) with one hour for lunch

Holiday entitlement: 20 working days plus 8 public holidays