

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 Senior Product Developer.

The successful candidate will be part of ESB's Product Development Team producing, developing and reviewing educational products and services to achieve market share and revenue targets in the identified segments. They will be responsible for the production of examinations, assessments and training materials in line with regulatory and contractual obligations.

The ideal candidate should have experience of using business intelligence and needs analysis to develop and market new products to enhance competitive advantage. Additionally, they will need to play a leading role in the analysis, review, maintenance and validity of existing qualifications, ensuring they remain fit for purpose and compliant with regulatory requirements.

Applicants should have a degree/professional qualification at level 5 or above and/or substantial experience in qualifications development. They should also have relevant experience of teaching and/or working as an examiner with excellent knowledge of products/qualifications available in the ESOL International and/or ESOL Skills for Life sectors.

We are looking for a flexible 'can do' person with excellent interpersonal skills who is able to work closely and establish positive working relationships with team members and other key stakeholders. Candidates must have high levels of personal and professional integrity with excellent communication skills, both written and oral.

The post is offered as a permanent, full or part time (minimum 3 days a week). The position would ideally be based at ESB's offices in Hattersley Court, Burscough Road, Ormskirk, but we are willing to be flexible with location for the right candidate. This post offers a Grade 5 salary, £29,000 - £35,000 per annum, (pro-rata for part-time).

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, 24<sup>th</sup> January, 2019** at the latest.

Interviews will be held at our Ormskirk office on **Monday, 4<sup>th</sup> February, 2019**.

### Job Description

<b>Job Title:</b>	<b>Senior Product Developer</b>
<b>Department:</b>	<b>Product Development</b>
<b>Reports to:</b>	<b>Product Development Manager</b>
<b>Liaises with:</b>	<b>Product Development team members Business Development Advisors Senior &amp; Chief Examiners</b>

#### Main function of work

- Under the leadership and direction of the Product Development Manager develop, manage and review ESB's educational products and services to achieve market share and revenue targets in the identified segments.
- Co-ordinate the production of examinations and assessments in line with regulatory and contractual obligations.

#### Main areas of responsibility

##### 1. New product development:

To work with Business Development team to use our business intelligence and needs analyses to develop and market products to enhance competitive advantage.

- Coordinate the process of product development including liaising with Senior and Chief Examiners to plan, management and execution of activities, ensuring delivery of projects on time and budget
- Review products to enhance competitive advantage in a segmented market and to build product features that reflect customer needs
- Research and draft briefings for appropriate development funding for new qualifications
- Play a leading role in the Product Development and Validation Team in the development of new qualifications
- Evaluate learner achievement of new qualifications
- Draft briefing papers for PD Manager to brief the Senior Management team

##### 2. New Product implementation:

- Create all support materials and work with PD team to finalise support materials for testing and approval
- Co-ordinate the integration of new qualifications, after the development stage into the existing provision ensuring all departments are fully aware of new qualifications in order to provide necessary support/guidance and services
- Liaise with and support Communications team and Customer Experience team in delivery of documentation and support materials for new qualifications

### 3. Compliance and regulation

Play a leading role in the analysis, review, maintenance and validity of existing qualifications, ensuring they remain fit for purpose and compliant with regulatory requirements

- Prepare papers for **Product Development Manager's** consideration regarding the validity and reliability of current qualification and identify qualifications which need removing
- Assist in identifying appropriate ESB qualifications for withdrawal & carry out withdrawal of ESB qualifications in line with ESB policies and regulatory requirements
- Prepare and submit qualifications for accreditation to the regulators as required
- Develop and maintain the qualifications on all regulatory systems
- Carry out regulatory activities relating to Ofqual, SQA, CCEA & Qualifications Wales
- Assist in reviewing or writing policies in support of the regulation

### 4. Assessment management:

Under the direction of the Product Development Manager play a role in the development of external examinations/assessments and the process of production

- With the Product Developer, contribute to the process of production including planning, management and review process
- Working with the Product Developer, coordinate the review and scrutiny of the papers carried out by the Chief and Senior Examiners
- Prepare the analysis of learners' performance, grade boundaries and question performance for all Exam Board Meetings, in accordance with the timetable for the relevant contracts

### 5. Training and support materials:

Contribute to the development of induction/training/standardisation & on line training materials to support clients & contractors (markers and assessors) effectively utilising ESB products

- Work closely with the Senior Examiners to ensure ESB external contractors are appropriately inducted and standardised in relation to marking and assessing our products
- Work closely with the Senior Examiner to ensure ESB external contractors are trained on new products and changes to existing products

### 6. Research

- Support the Product Development Manager in writing research proposals
- Manage research projects as required by ESB
- Produce and publish research to support our market segments and strategy as required by Product Development Manager

## Person Specification

QUALITIES	ESSENTIAL CRITERIA
Qualifications and Experience	<ul style="list-style-type: none"> <li>• Relevant degree/professional qualification at level 5 or above and/or substantial experience in qualifications development</li> <li>• Relevant experience of teaching and/or working as an examiner</li> <li>• Experience of developing qualifications and/or working in an educational setting or awarding organisation</li> <li>• Excellent knowledge of products/qualifications available in ESOL International and/or ESOL Skills for Life sectors</li> </ul>
Skills and Capabilities	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills and able to work closely and establish positive working relationships with team members and other key stakeholders</li> <li>• Ability to work effectively and calmly under pressure and manage multiple priorities</li> <li>• A facilitative approach to problem-solving and a 'can do' mind set</li> <li>• Attention to detail</li> <li>• Excellent organisational skills</li> <li>• Ability to both work using own initiative, and to work effectively as part of a team</li> <li>• A commitment to continuous improvement</li> <li>• High levels of personal and professional integrity</li> <li>• A proactive, flexible and versatile approach</li> <li>• Drive, enthusiasm and resilience</li> <li>• Excellent communication skills, both written and oral</li> <li>• Committed to equality and diversity</li> </ul>

## Terms and Conditions

**Employment Status:** Permanent, full or part time (minimum 3 days a week) subject to 6 months' probationary period

**Salary:** Grade 5 £29, 000 - £35,000

**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 (will be flexible for the right candidate).

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

**Holiday entitlement:** 23 working days plus 8 public holidays