

## Job Description

<b>Job Title:</b>	<b>Educational Delivery Support Officer</b>
<b>Department:</b>	<b>Educational Delivery</b>
<b>Reports to:</b>	<b>Senior Manager Educational Delivery</b>
<b>Liaises with:</b>	<b>Product Development Manager Quality Assurance Manager Senior Assessors Assessors</b>

### Main function of work

- Under the leadership and direction of the Senior Manager Educational Delivery, support the strategic goals and operational function of the Educational Delivery team, including product development, quality assurance and assessment.
- Assist in other ESB International Departments, in line with the needs of the business.

### 1. Product development:

Assist in the process of product development by:

- Proofreading documentation to ensure accuracy and validity
- Providing up-to-date sample papers and qualification specifications for uploading to the ESB website
- Contributing to data collection and analysis in relation to assessment
- Formatting ESB International assessment papers and ESB International qualification specifications
- Liaising with external contractors to produce assessment materials and with assessors to manage live assessment documentation
- Participating in validity reviews and post-review activities
- Supporting with the design and development of teacher and learner resources that supplement ESB International qualifications
- Researching and reporting on the latest government and educational policy and professional body information relating to ESB International qualifications, including funding, curriculum and programme types

### 2. Quality assurance

Assist in the process of quality assurance by:

- Carrying out remote invigilation on online assessments, keeping an accurate record of findings and communicating these with the quality assurance manager
- Maintaining data trackers and creating monthly data reports
- Monitoring of KPIs in relation to quality assurance and compliance, for example centre inspection targets
- Supporting with data submissions for ESB International's regulators
- Carrying out basic documentation audits and reporting findings to the Quality Assurance Manager
- Formatting customer handbooks and accompanying guidance documentation and forms

### 3. Assessment

Assist Senior Assessors by:

- Supporting with the preparation and delivery of marker and assessor training and resulting standardisation activities
- Monitoring of KPIs in relation to moderation
- Supporting staff and customers with online assessments, including the scheduling, delivering, marking and resulting processes

### 4. General

Assist the Educational Delivery Team by:

- Taking minutes for Educational Delivery sub-committee meetings
- Producing and maintaining spreadsheets for a range of purposes, including regulatory requirements.

### 5. Other Departments

- Offer flexibility to provide general office duties in other ESB International Teams, as and when identified by the Senior Manager Educational Delivery, in line with the needs of the business.
- Any other duties commensurate with the role to support ESB International's needs

### Person Specification

QUALITIES	ESSENTIAL CRITERIA
Qualifications and Experience	<ul style="list-style-type: none"><li>• A minimum of a Level 4 qualification in English Language/Linguistics</li><li>• Previous work experience showing attention to detail, good level of IT skills and team based achievement</li></ul>
Personal Qualities	<ul style="list-style-type: none"><li>• Attention to detail</li><li>• Proven proof-reading abilities</li><li>• Excellent written and oral communication skills</li><li>• Excellent organisational skills</li><li>• Ability to work under pressure and to strict deadlines</li><li>• Commitment to work as part of a team</li><li>• Flexible and adaptable</li><li>• Drive, enthusiasm and resilience</li><li>• Committed to equality and diversity</li></ul>
Knowledge and Skills	<ul style="list-style-type: none"><li>• Level 4 knowledge of English language/ linguistics</li><li>• Experience of using Adobe Creative Software</li><li>• Experience using bespoke software programmes to ensure operational excellence</li><li>• Excellent knowledge and application of Microsoft Excel, Word and PowerPoint, including formatting documents for publication</li></ul>

### Terms and Conditions

**Employment Status:** 12-month contract

**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