



Product Development Assistant Manager

SFJ Awards

Job Title	Product Development Assistant Manager
Department	SFJ Awards
Location	Sheffield Office with Hybrid working available
Pay Scale	£40,000 - £45,000 per annum
Contract	Permanent
Hours	Full time, 37.5 hours per week

[SFJ Awards](#) are a regulated Awarding Organisation, delivering high quality qualifications and custom certification for learners through Approved Centres in England, Wales, and Northern Ireland. We are also an Apprenticeship End-Point Assessment (EPA) Organisation approved by the Education and Skills Funding Agency to deliver EPA to apprentices for a growing number of apprenticeship standards in England.

SFJ Awards is part of the Workforce Development Trust group, which includes [Skills for Health](#), [Skills for Justice](#) and [People 1st International](#).

Job Summary

The purpose of this role is to support the day-to-day management of the Product team and the development and management of products, and to line manage the Product Development Administrator. The Product team is responsible for development of qualifications, assessments and support materials that meet regulatory, organisational and stakeholder requirements. The post holder, under the direction of the Qualifications and Assessment Product Manager, will ensure that SFJ Awards qualifications, End Point Assessment materials and assessment and accreditation products are compliant with regulatory obligations and meet customer and organisational quality requirements. They will take ownership of a suite of products and manage developments with stakeholders. The post holder will also support, coach and mentor the team in the design of qualifications, accreditations and assessment materials aligned to the relevant standards.

This role requires someone with experience of developing educational products.



Key Responsibilities

Reporting to the Qualifications and Assessments Product Manager, the post holder's key responsibilities will include:

- Managing key product development projects for SFJ Awards including qualifications, accreditation, and assessment products.
- Managing product lifecycle for a range of products and contributing to product strategy.
- Providing advice and guidance to the Product team and wider stakeholders on the development of qualifications, End Point Assessments, and custom certifications.
- Line Management of the Product Development Administrator.

Specifically, the post holder is responsible for:

- Developing qualifications, accreditation products and assessment materials in line with SFJ Awards procedures and, where relevant, regulatory requirements.
- Supporting the day-to-day management of the Product team and product roadmap.
- Developing End Point Assessment resources and assessment materials in line with SFJ Awards procedures, the relevant apprenticeship standard and where relevant, regulatory requirements.
- Supporting the Qualifications and Assessments Product Manager with management of the product lifecycle, including taking ownership of a range of products.
- Developing and providing technical guidance to others in relation to the development and use of qualifications, assessments, and assurance products.
- Working with designated stakeholders to identify their qualification, accreditation, or assessment requirements, proposing solutions that meet their needs.
- Ensuring that own work and the work of the Product team upholds required quality standards and follows appropriate processes and procedures.
- Assigning, monitoring and performance managing the work of external subject matter experts and other qualification and assessment development suppliers.
- Monitoring and working to identified deadlines, timescales, costs and quality standards in line with SFJ Awards processes, reporting any issues to the Qualifications and Assessments Product Manager.
- Monitoring, resolving and reporting on qualification and assessment risks and issues, seeking advice and support from the Qualifications and Assessments Product Manager as required.
- Building and maintaining effective relationships with internal and external stakeholders.
- Communicating with stakeholders to collect, record and pass on information relevant to assessments and qualification developments, reviews, withdrawals and extensions.
- Coordinating stakeholder feedback and reporting to the Qualifications and Assessment Product Manager.
- Acting in accordance with organisational values and behaviours and as an ambassador for SFJ Awards and the wider Workforce Development Trust in all interactions with contacts, both internal and external.

Person Specification

Criteria	Essential	Desirable
Education and Qualifications		
Degree level qualification or equivalent experience.	x	
Teaching/training or assessing qualifications and/or experience.		x
Internal and/or External Quality Assurance qualification.		x
Knowledge and understanding of...		
The processes involved in the development of qualifications, accreditation and assessment products.	x	
The regulatory requirements of the UK qualification and Apprenticeship regulators.	x	
Assessment methodologies and their application to vocational education and training, including apprenticeships.	x	
The key drivers in the protective services sectors which includes Police, Fire & Rescue, Security, Probation, Custody & Detention, Health etc.		x
Experiences		
Developing: <ul style="list-style-type: none"> • qualifications, and/or; • associated learning and assessment resources, and/or; • End-Point Assessments. 	x	
Management of a suite of products with responsibility for lifecycle.	x	
Working in or with protective services, such as Police, Fire & Rescue, Security, Probation, Custody & Detention, Health etc.		x
Gathering, interpreting and using information from diverse sources to create, review and develop formal materials for external use.	x	
Team leading or management experience.		x
Recruiting, assigning work to and performance managing external providers of services/associates.	x	
Proof-reading and/or editing documents.		x
Implementing defined financial procedures relating to contract delivery.		x
Managing stakeholders and maintaining and developing relationships.	x	
Planning and managing multiple streams of work to achieve defined objectives.	x	
Skills and Abilities		
Strong communication, interpersonal and influencing skills.	x	
Strong literacy and numeracy skills.	x	
Strong customer service skills.	x	
Strong attention to detail.	x	
Ability to interpret and to use information to formulate, propose and implement solutions to problems.	x	
Strong organisational skills.	x	
Ability to work on own initiative and as part of a team, delivering to time, cost and quality requirements.	x	
Ability to follow, evaluate and propose improvements to operating processes.	x	
Ability to manage conflicting demands and deadlines.	x	
Competent IT User.	x	
Other		
A flexible approach to tasks, travel and hours of work to accommodate business needs.	x	



Job Description Completion

Name	Andy Costello
Job Title	Qualifications and Assessment Product Manager
Department	SFJ Awards
Date	25/01/2024

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment.

Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behavior is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Equal Opportunities policy

Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.

Confidentiality

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct. Employees are expected to act with integrity both inside and outside the work place.



Data Protection

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer 3 months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

Other Employment

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade or profession, either directly or indirectly in any capacity whatsoever. All job descriptions are subject to review. Post holders are expected to be flexible and prepared to carry out any similar or related duties, which do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.