



**ABE
RECRUITMENT
PACK**

ABOUT ABE

ABE is a not-for-profit skills development specialist and awarding organisation providing internationally recognised learning, credentials and quality assurance. Our mission is to empower people to transform their lives and communities through gaining high-quality business, management and entrepreneurial skills.

Our programmes for schools give children the foundation for a better future by developing entrepreneurial know-how from a young age, whilst through our international network of accredited TVET centres, we enable people to become professionally qualified in business management, frequently providing a pathway to university education for people to whom it would have been inaccessible.

We work with a network of international partners across four continents to develop skills that empower individuals, reduce gender inequality, and tackle extreme poverty. Since we started in 1973, around 1.5-million people globally have gained an ABE professional business qualification.

ABE is poised for growth in 2021 with an exciting agenda to build back strongly on the back of goodwill generated by our timely customer-focused *'No one left behind'* response to COVID-19 and a schedule of innovative new product launches which will ensure we have greater reach and more impact.

EQUAL OPPORTUNITIES

We are committed to **equal opportunities** in **employment** and service delivery. The policies and practices of ABE aim to promote an environment that is free from all forms of unlawful or unfair discrimination and values the diversity of all people.



WHY WORK AT ABE?

When you join ABE, you're part of a small but dedicated team committed to our social mission. Our culture is friendly, inclusive, hard working with a can-do attitude. People are willing to do whatever it takes to achieve our objectives and help each other out.

Throughout this document you'll read genuine comments from staff focus groups about why our team love working at ABE.



WE  ABE

**"I HELP STUDENTS
ACHIEVE THEIR
DREAMS TO GET
A BETTER JOB
AND MAKE A
BETTER LIFE FOR
THEIR FAMILIES."**

Statement from
staff focus group.

PRODUCTS & SERVICES CO-ORDINATOR:

Full time, permanent role

Monday to Friday, 9am to 5.30pm

Salary range: £22,000 to £24,000 p/a

Scope of job:

As a result of a recent promotion, ABE now have a vacancy for a Products & Services Co-ordinator, reporting to the Director of Global Products & Services, you will join the team at an exciting time, as ABE is in the process of diversifying its product portfolio. You will be responsible for a wide range of product team duties, supporting the Products and Services Managers with various projects and business as usual tasks.

The post-holder will undertake a variety of key tasks to support and implement the lifecycle of new products, including market research, qualification and specimen assessment development tasks, basic product marketing and a wider range of assessment development and assessment marking window support, as well as liaising extensively with other teams to support the implementation of the product diversification plan and work closely with the Products and Services Manager (Assessment & Digital) to maintain and improve our digital offer.

The role and key responsibilities:

- Assist where required with the development of ABE's new products, helping to ensure that all development activities are completed to time, quality and budget, working closely with the Products and Services Manager (Quality and Qualifications)
- Support the timely production of resources and other key components, including documentation tracking and management, assisting with commissioning external consultants and carrying out proofreading

**"I ENJOY
ENGAGING WITH
STUDENTS AND
MY TEAM...
I GENUINELY
LOVE MY WORK!"**

Statement from staff focus group.



WE ❤️ ABE

- Maintain cross-functional project activities, including steering groups and working groups as required
- Act as a second point of contact for external consultants (subject matter experts and the wider academic team), providing support, feedback and ensuring timelines are met
- Liaise with the Products and Services Managers to support the development of learning resource materials for all new qualifications, courses and projects
- Liaise with the Marketing team and contribute to the key marketing messaging and collateral for all new products, at times leading on surveys and information collection.
- Maintain stakeholder communications, both internal and external, regarding product development and related activities and to act as a point of contact who can cascade information to the wider product team
- Conduct frequent market research: to maintain knowledge and understanding of market needs and to identify areas for new development
- Contribute to the design and development of new products from initial conception to operationalisation and to support the on-going review of ABE's operational qualifications to ensure that quality and fitness for purpose are maintained throughout the product lifecycle
- Gather and analyse feedback from internal stakeholders, including the Business Development, Marketing and Administration teams to understand ABE's product and service requirements
- Ensure all products meet a high standard of quality and all suitable policies and procedures are adhered to, in conjunction with the Director of Global Products and Services
- Provide general project support as required, ensuring that project plans are produced and adhered to
- Ensure contracts are kept up to date and issued in a timely fashion, tracking and storing them as required



- Assist the Products and Services Manager (Assessment & Digital) with commissioning by preparing the correct folders and templates prior to assessment windows and proofreading the final signed off assessments
- Take accurate minutes at all product meetings, including Assessment Board Meetings (ABM), Assessment Material Evaluation Committees (AMEC) and Qualification Assessment Committees (QAC)
- Assist with results queries that cannot be fielded by the Operation teams
- Keep across all assessment window milestones and facilitate the sending of reminders, working closely with the Products and Services Manager (Assessment & Digital)
- Proactively work through results and facilitate the smooth uploading to Integra, supporting the Products and Services Manager (Assessment & Digital) and the Operations team
- Scan scripts to assist the academic team with standardisation activities
- Maintain the product area of the portal, to include; upload and removal of content
- Support the with the authenticity checks through Turnitin as required and the Turnitin process.

Skills and attributes to make it:

- Must have an eye for detail and have excellent proofreading and formatting skills
- Must be able to plan and manage projects successfully in a fast-paced and challenging environment
- Must be a team player, create a spirit of teamwork and opportunities for co-operation, foster good working relationships within own team, ensuring effective upward and downward communication, resolve any conflicts that might exist
- Have an ability to collect data, establish facts and draw valid conclusions
- Be able to establish and build productive working relationships with external consultants, including academics and industry professionals, other key stakeholders, both internally and externally across different cultures
- Be commercially aware
- Be efficient in Microsoft Office, willing to use tracking tools such as Trello
- Customer focused, maintaining an equal focus on internal and external customer demands, ensuring that business decisions focus on improving customer experiences
- Deliver and facilitate goals in a changing environment, enthusiastic about the need for continuous improvement, identifying opportunities for improvement, and supporting the implementation of change where it meets the objectives of ABE and the needs of its customers
- Able to challenge appropriately and be solutions-focused



- Strong tracking and reporting ethos while contributing to progressing multiple workflows, willingness to update trackers as a way of providing Product Managers with visibility of progress
- Managing expectations and priorities where more than one Product Manager requires support
- Have a life-long learning philosophy and be able to feel comfortable juggling multiple tasks and priorities
- Demonstrate an ability to show initiative and take responsibility for designated tasks, be driven and self-motivated, with a can-do attitude
- A demonstrable understanding of qualification and assessment development processes and best practice, preferably in a regulatory and/or education environment, experience of working with Awarding/Professional Bodies
- Demonstrate an understanding of the education market and be able to interpret market requirements and develop ideas to address these needs
- Have an understanding and empathy with the educational needs of students both in the UK and overseas.

At ABE our focus is on building Respect, Openness and Integrity with a strong collective attitude, dedicated to succeed at operating in volatile and challenging international markets, whilst also focusing on the Wellbeing of our staff and stakeholders, better remote-working, social life and our environmental footprint.

ABE offers a dynamic, past paced and exciting work environment and attractive staff benefits, including: flexible working hours/hybrid working, 26 days' annual leave, free access to an online learning platform, Employee Assistance Program (EAP), a market leading pension and access to Perkbox.

If you would like to join our dedicated and committed team to support a dynamic and growing business, please apply by sending your CV, along with a cover letter, no later than **closing date of Sunday, 9th May 2021** to HR Co-ordinator, Gillian Macfarlane at gillianm@abeuk.com.

Thank you for your application but only shortlisted candidates will be contacted.