

Job Description

Awards Development Worker (Systems and Services)

Job Title:	Awards Development Worker (Systems and Services)
Job Ref:	YS-ADWSS26
Salary Scale:	£32,204 – £37,327 (Salary Points 29–34)
Hours of Work:	Full-time at 35 hours per week
Holidays:	25 days, plus 12 fixed Bank Holidays (one additional day of holiday for each year of service up to a maximum of 5 days)
Contract:	Permanent
Line Manager:	Awards Senior Development Worker
Location:	This position is based in our Edinburgh office, Balfour House, with the option for hybrid working. The post requires some travel across Scotland.

About Youth Scotland Awards

Youth Scotland's Youth Awards recognise and accredit young people's learning and achievement through community-based youth work, schools and a wide range of partner organisations.

Following a significant period of growth and development, including refreshed Youth Achievement Awards and investment in new digital systems and services, we are moving into the next phase of development. This new post will help consolidate these developments, support our Awards users and partners, and continue to improve how our systems and services work.

Job Purpose:

The Awards Development Worker (Systems and Services) will support the continued development and delivery of Youth Scotland's Youth Awards, with a particular focus on partnership working, user support, digital systems and service improvement.

The postholder will work with a wide range of Awards users and partners, including local authorities, national charities, schools, community-based youth groups and other Awards providers. They will provide high-quality support, maintain and improve key Awards

systems and processes, and use data, feedback and insight to inform ongoing development.

Key Responsibilities

Partnership working and user support

- Develop and maintain strong relationships with Awards Hubs, users and partners, providing responsive advice, guidance and support.
- Work with users and partners to understand their needs, identify barriers and opportunities, and use this insight to improve Awards services and resources.
- Coordinate engagement and support through meetings, online drop-ins, events and other development opportunities.
- Contribute to developing new relationships and opportunities that increase the reach and accessibility of Youth Scotland Awards.
- Represent Youth Scotland Awards at relevant meetings, networks and events.

Systems and digital improvement

- Coordinate the effective operation and ongoing development of AwardsForce and other Awards digital systems and services.
- Troubleshoot issues, liaise with system providers and develop practical improvements to processes, functionality and user experience.
- Review and improve Awards processes including e-commerce, registrations, uploads and reporting, identifying operational inefficiencies and opportunities for innovation.
- Work collaboratively with Awards colleagues and wider Youth Scotland teams to ensure systems and processes provide a joined-up and effective service.

Data, insight and reporting

- Coordinate key Awards data processes, including CRM data, Qualifications Scotland uploads and reconciliation, Hub reporting, and sales and completion statistics.
- Collate and analyse data and user feedback to identify trends, issues and opportunities for development.
- Produce and contribute to regular management information, Hub reports and quarterly and annual reporting.

Awards development, communications and quality assurance

- Develop and update Awards information, guidance, website content, e-learning modules and other digital resources to support Awards users and partners.
- Identify opportunities to improve the accessibility and quality of Awards information, resources and online support.
- Coordinate the Awards newsletter and work with Communications colleagues to support the social media profile and wider promotion of Youth Scotland Awards.
- Support Hi5 and Dynamic Youth Awards standardisation and other quality assurance activity.
- Maintain the youth work values and approach that underpin Youth Scotland Awards.
- Support the delivery of Awards training and development activity as required.
- Share learning and good practice with Awards users, partners and colleagues and contribute to the continued development and growth of the Awards offer.

Youth Scotland

- Participate in relevant external forums, workshops and events to promote Youth Scotland and Youth Scotland Awards.
- Attend and participate in other appropriate meetings as required.
- Work in accordance with Youth Scotland's policies and procedures.
- Undertake other duties which may be required and which are commensurate with the post.