

PRODUCT SUPPORT DEVELOPER PROFILE

As a Product Support Developer you:

- write, prepare and submit materials as specified in your brief. This may include, for example, CPD training materials, teaching and learning resources, e-learning course content, recorded video presentations, or other teacher support content
- check and review content as required
- redraft your material, incorporating feedback and revisions as required
- review and evaluate drafts of materials written by other developers, providing detailed feedback for improvement as requested
- source appropriate candidate answers/work for use in materials as required by the brief
- where requested, present videos to aid teaching and learning. This may include being present on the screen, engaging in recorded discussions, or providing voice-over to slides
- prepare for and participate in any related meetings/activities
- complete any required supporting documentation

provide:

- detailed, reasoned and timely responses to tasks
- self-checked and edited work using any templates supplied
- regular feedback to your production manager

will be responsible for:

- using a tone and style appropriate to the audience, adapting your own tone as necessary to meet the Cambridge Assessment Plain English approach
- using OCR's templates as requested and following the guidance given in supporting documents
- ensuring materials are produced to the standard required and to the agreed deadline
- using the latest copy of the specification and/or other key documents as detailed in your brief
- raising any queries or concerns you have about the resource or brief prior to the submission deadline

will need to:

- use the most up to date materials including assessment materials if required
- be able to work under pressurised time constraints
- engage with new technology, for example in relation to e-learning and video production if required
- keep up to date by undertaking regular training

must be:

- a subject expert with a well-developed understanding of the specification
- skilled at managing multiple commitments at the same time
- able to produce material to a specified brief
- able to use confidential materials securely such as candidate work or draft sample assessment materials
- able to absorb and respond to feedback
- meticulous, paying close attention to detail
- able to use the IT systems and applications necessary to complete your task

