Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>14004</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Senior Student Recruitment and Support Advisor (FBL)</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Manager, Student Support (Operations)</td>
</tr>
<tr>
<td>Salary:</td>
<td>£22,214 - £24,983</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>GR5</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>26 October 2017 (12:00 noon)</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Long Version with covering letter (no more than 1,000 words) on how you meet the person specification. CV’s only will not be accepted.</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:SS-STS-Recruitment@open.ac.uk">SS-STS-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

The role holder will work within the Student Recruitment and Support Centres (SRSCs), and will help students and prospective students make study choices that will lead to successful progression, qualification completion and customer satisfaction. The key duties are:

1. To provide proactive support, working primarily within a particular Student Support Team (SST), through provision of complex advice to students and potential students on a wide range of queries to maximise student success. To also act as a point of contact for reactive queries and requests for advice and support received via a variety of channels.

2. Where necessary to refer on to other staff with specialist expertise, as part of the Information, Advice and Guidance (IAG) model; making interactions with The Open University as effortless and seamless as possible.

3. To concentrate on the delivery of expert advice with a focus on a particular SST curriculum area and the associated Faculty, whilst also providing some advice across all curriculum areas when appropriate.

Main Responsibilities

1. To provide complex and/or curriculum related advice to support students and potential students in registration and study with The Open University, through both proactive and reactive contact via a number of channels including inbound and outbound phone calls, emails, letters, online webchat, online forums and social media, and face to face:

   Act as the first point of referral, including via hot transfers and pre-booked appointments, for students and potential students requiring complex advice and information, using judgement and expertise to assess queries and ensure that guidance needs are identified and addressed, referring on where appropriate.

   Act as the first point of referral for students and potential students who may present with challenging issues and/or behaviour, e.g. where a student is distressed because they have missed a deadline critical to their studies.

   Advice provision will normally be within, a specific curriculum (SST) area and associated Faculty area of study.

   Generic advice provision will also be required, using judgement and expertise as well as reference to standard operating procedures and policies, informed by use of a knowledge management system as well as briefings, training events, use of databases and printed material to access accurate and up to date information and advice.

   This will cover a range of matters across the student lifecycle from choice of qualification, career based enquiries, change of study intention to TMA (tutor marked assignments) extensions and tutor referrals.
2. To undertake associated administrative and operational processes to action student and potential student requests:

Accurately record and maintain student and potential student details on university systems and databases.

Ensure all work is carried out to required standards.

Ensure that complex guidance needs and issues are identified and met, referring/transferring calls appropriately and effectively to other specialist staff as part of an IAG model.

Where appropriate or necessary, book follow up appointments for those specialists at times convenient to students and potential students.

3. To work as part of a flexible operation to provide support and answer queries from students, potential students and Associate Lecturers within agreed timescales. To work to a rota as part of a Work Force Management System to ensure that all activity is dealt with promptly and effectively and within agreed Service Levels:

Participate actively in the achievement of agreed service standards.

Contribute to the regular monitoring and review of these standards.

Exercise judgement in dealing with complex issues, interpreting and applying guidelines with initiative whilst operating within defined boundaries.

4. To assist proactively in the development and continuous improvement of good internal and inter team working and service provision:

Attending and actively participating in team meetings and developmental activities.

Contributing to business improvement ideas and initiatives, making recommendations to Managers as appropriate.

Showing initiative in helping the team to run smoothly and working with and supporting other teams as required.

Engage actively in the support and development of new team members.

Contribute to the development of effective team delivery relating to IAG.

Undertaking other activities as directed by the Manager, Student Support (Operations).

5. To continually develop skills and knowledge to maintain and improve personal performance in the spirit of continuous improvement and to adopt correct and evolving business practices and procedures:

Undertaking all duties in accordance with internal policy and external legislation.

Working with the Manager, Student Support (Operations) to understand personal performance and areas for development.
Providing feedback to contribute to colleagues’ performance development.
Accepting feedback from colleagues to improve personal skills and knowledge.

## 3. Person specification

### Education, qualifications and training

**Essential:**
A good standard of general education including GCSE Maths and English at Grade C or above, or equivalent.

**Desirable:**
Relevant NVQ to Level 2 or above (e.g. Customer Services, or Information, Advice and Guidance, or Customer Care) or equivalent.

### Knowledge, work and other relevant experience

**Essential:**
- Experience of answering and actioning complex and diverse queries, using a wide range of information sources.
- Experience of providing information and advice and the ability to transfer this experience to a higher education context.
- Ability to maintain own knowledge bank in a coherent and systematic way and carry out research as necessary.
- Ability to identify deficiencies in information sources and take proactive measures to improve and enhance clarity and accuracy for the service as a whole.

**Desirable:**
- Experience of inbound and outbound calling in a complex customer services environment.
- Experience of working to personal, team and organisational targets.

### Skills, capabilities and qualities

**Essential:**
- Good communication skills: both oral and written, with effective telephone techniques and the ability to explain policies and processes in plain English as well as to write clearly, succinctly and correctly in plain English.
- Good interpersonal skills: including active listening skills and the ability to respond to identified needs through the use of varied questioning techniques.
Flexibility: including adaptability to changing circumstances, duties, work practices and systems and a commitment to ongoing development with the ability to demonstrate a rapid understanding of newly presented information.

Good planning and organisational skills: including the ability to cope with heavy workloads and to meet deadlines, working productively and accurately in a high pressure environment.

Good negotiating skills.

An ability to deal with and follow complex information and procedures: using initiative and judgement in problem-solving, whilst recognising boundaries.

Strong IT skills: including use of standard Microsoft Office packages, and the ability to learn to use a range of in-house and commercial systems.

An understanding of team working and the ability to work effectively as part of a team.

An understanding of Equal Opportunities (EO) issues and a commitment to equal opportunities and diversity.

Commitment to excellent customer service and continuous improvement.

Commitment to and role model for the University’s values.

**Desirable:**

- Ability to adapt interpersonal styles to suit different people or situations.
- Evidence of understanding the roles that individuals play as part of a team.
- Evidence of applying EO policy in a previous role.
- Ability to use management information systems.
- Ability to use customer relationship management systems.

**Additional Requirements**

**Essential:**

- Takes action when appropriate, to seek and deliver solutions to problems as they arise.
- Recognises personal impact on others and maintains a professional manner at all times.

### 4. Special Working Conditions

The role holder will be required to work to an agreed pattern, between the hours of 8.00am - 8.00pm Monday to Friday and Saturdays 9.00am to 5.00pm, as directed by business demands.

Please note that at certain times of the year leave booking will be restricted according to operational need.

Role holder will be working as part of complex workflow system.

Appropriate office equipment will be provided to facilitate effective working on the telephone and for
Role holder may be required to attend meetings/events at various venues across the UK for business, training and evaluation purposes.

5. About the unit/department

ACADEMIC SERVICES

The most crucial interactions and relationships with registered students are managed through Academic Services, working in collaboration with colleagues in the University, and in particular those in central academic units.

Academic Services employs approximately 900 staff and is led by the Director of Academic Services who reports to the University Secretary and is organised as follows:

Five units based at Walton Hall, Milton Keynes, Manchester and Nottingham

- Assessment, Credit and Qualifications
- Student Recruitment and Fees
- Access, Careers and Teaching Support
- Student Support
- Office of Director, Academic Services

Along with three National Centres based in Scotland, Wales, Ireland.

Student Support

The unit offers strategic and operational leadership in supporting OU students. The unit is responsible for the delivery of frontline services to students along with the ‘back office’ functions required to ensure that student support is delivered in an efficient and timely manner that meets appropriate quality standards. Led by Pat Atkins, Director the unit is organised as follows.

There are four, Faculty-aligned SRSCs (Student Recruitment and Support Centres)

**SRSC (STEMA)** based in Manchester, supporting the Science, Technology, Engineering, Maths and Access (STEMA) faculty

**SRSC (WELS)** based in Nottingham, supporting the Wellbeing, Education and Language Studies (WELS) faculty

**SRSC (FASS)** based in Milton Keynes, supporting the Faculty of Arts and Social Science (FASS)

**SRSC (FBL)** based in Milton Keynes, supporting the Faculty of Business and Law (FBL)

The SRSC operation is supported by the **SST (Student Support Team) Hub** and **Planning and Resources Team** both based in Milton Keynes.
6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application please contact Susie Murrihy, on telephone number +4 (0)1908 332248 or email: susie.murrihy@open.ac.uk

If you have any questions regarding the application process please contact Chery-Anne O’Toole on +44 (0)1908 653516 or email: SS-STS-Recruitment@open.ac.uk.

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>Thursday, 26 October 2017 (12:00 Noon)</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-mail your application to:</td>
<td><a href="mailto:SS-STS-Recruitment@open.ac.uk">SS-STS-Recruitment@open.ac.uk</a></td>
</tr>
<tr>
<td>Or post to:</td>
<td>The Open University</td>
</tr>
<tr>
<td>Job title:</td>
<td>Staffing &amp; Recruitment Support Assistant</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Academic Services</td>
</tr>
<tr>
<td>Address:</td>
<td>Frank Henshaw Building</td>
</tr>
<tr>
<td></td>
<td>Hammerwood Gate</td>
</tr>
<tr>
<td></td>
<td>Kents Hill</td>
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<tr>
<td>Post Code:</td>
<td>MK7 6BY</td>
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</table>

8. Selection process and date of interview

| The interview panel will be chaired by:                        | Susie Murrihy, Manager Student Support (Operations) |
| The other members of the interview panel will be:             | Shortlisted candidates will be notified of panel members. |
| The interviews will take place on:                           | Week commencing 6 November 2017             |
| The selection process for this post will include:            | Role-play activity                        |
We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates.

Applications received after the closing date/time will not be accepted.

If you do not hear from us by 1 October 2017 you should assume that you have not been shortlisted for interview but we do thank you for your interest.