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>15130</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Engagement Coordinator</td>
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<tr>
<td>Reports to:</td>
<td>Policy and Public Affairs Manager</td>
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<tr>
<td>Salary:</td>
<td>£33,199-£39,609</td>
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<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
</tr>
<tr>
<td>Grade</td>
<td>7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Fixed term for 12 months, with the possibility of an extension. Internal and external secondments are welcomed.</td>
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<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>The Open University in Wales, based in Cardiff</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12 noon 10 October 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Standard application form</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:Human-resources-opportunities@open.ac.uk">Human-resources-opportunities@open.ac.uk</a></td>
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</tbody>
</table>
2. Summary of duties

We are looking for a dynamic, creative and organised person to join our team and deliver an exciting new project that will showcase The Open University’s research, learning materials and our collaboration with partners, such as the BBC across Wales. As Engagement Coordinator, you will be joining The Open University (OU) in Wales at an exciting time as we continue to expand and grow our external-facing activities and profile. You will be part of the Communications team working to raise the profile of the OU in Wales with a range of audiences.

Specifically, you will deliver a project funded by the Higher Education Funding Council for Wales (HEFCW) to enhance our presence in communities, schools and with partner organisations – we call this our civic mission.

The work will consist of three elements:

1. Developing and delivering a series of lectures and public engagement activities across Wales showcasing the OU’s academic activities and building relationships with communities.
2. Curating a programme of free online resources to support the development of school governors in Wales.
3. Establishing a social mobility practitioners’ network and developing our partnerships in this policy area.

Main Responsibilities:

- Design and deliver a creative and engaging programme of outreach events across Wales to showcase The Open University’s expertise and raise our profile.
- Manage the development of an online learning resource for school governors in Wales.
- Establish a social mobility practitioners’ network and work with partner organisations towards common policy goals.
- Build and develop internal and external relationships to ensure successful project delivery.
- Work with colleagues to raise the profile of the OU in Wales and contribute to broader policy and communications team activities.
- Manage the delivery of the different project lines through to final reporting, ensuring the delivery of specified outputs within agreed time, quality and cost parameters.
- Work with partners to clarify key project outputs, including the quality, time and cost criteria that are to be met. Develop a work plan based on this with key activities and resource requirements.
- Identify and evaluate risks associated with the activities, escalating where appropriate. Where necessary, develop, agree and implement solutions to overcome these.
- Establish, develop and maintain positive relationships with project partners, external stakeholders and internal colleagues to find innovative opportunities for the project.
- Take responsibility for the OU in Wales’ involvement in the event planning and outreach activity, and set up processes including record keeping, reporting and project management.
- Adhere to OU project and financial governance and reporting processes so that decisions are made by the right people at the right time, and that you and the project’s key stakeholders can monitor, control and evaluate activities.
- Ensure the project conforms to all agreed OU and HEFCW standards and procedures, including the
Welsh language and GDPR.

- Ensure the delivery of the project in line with the OU in Wales’ business plan and other internal and external commitments.
- Find opportunities to promote, publicise and share the project successes.
- Analyse relevant data and produce reports for internal and external audiences. Contribute to evaluation activity, data collection and analysis, report writing and other dissemination activity.
- Contribute to internal and external groups and committees as appropriate.

In addition, all staff are expected to:

- Comply with the University’s Health and Safety and Equal Opportunities policies in the performance of your duties.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Co-operate with The Open University in ensuring as far as is necessary, that Statutory Requirements, Codes of Practice, University Policies and Departmental Health and Safety arrangements are complied with.
- Demonstrate a strong commitment to the principles and practice of equality and diversity.

3. Person specification

<table>
<thead>
<tr>
<th>Requirements</th>
<th>(E = Essential/ D = Desirable)</th>
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<tbody>
<tr>
<td><strong>Education, qualifications and training</strong></td>
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<tr>
<td>Essential:</td>
<td>• Higher education qualification or equivalent professional experience.</td>
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<tr>
<td>Desirable:</td>
<td>• A recognised professional qualification relevant to project management.</td>
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<tr>
<td><strong>Knowledge, work and other relevant experience</strong></td>
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</table>
| Essential:    | • Experience of developing and maintaining successful working relationships with internal and external partners to deliver project outcomes.  
• Experience of planning and delivering successful events.  
• Experience in an area related to our civic mission activities e.g. schools outreach, community engagement.  
• Experience in all aspects of project management including using project management tools, project development, implementation, monitoring and evaluation and the promotion of learning to targeted audiences.  
• Experience of using common software tools (e.g. MS Office) and management information systems. |
| Desirable:    | • Knowledge of contemporary open and distance learning, educational technology and media |
### Personal abilities and qualities

**Essential:**
- **Communication:** Excellent written, oral and online communication skills with an ability to communicate confidently with people from a wide range of experiences and backgrounds; an effective negotiator; able to manage conflict appropriately.
- **Initiative and problem solving:** Able to use initiative to identify and solve problems proactively, using good judgment to refer issues upwards as necessary. Able to identify and manage risk.
- **Planning and Organising:** Demonstrable skills in planning, scheduling, prioritising and allocating work effectively; able to deliver to multiple deadlines.
- **Budgets:** Experienced in working within budget parameters and understanding of estimating / budget setting.
- **Team work:** Operates in a respectful and polite manner towards others, able to build productive working relationships and work collaboratively across organisational boundaries towards common goals.
- **Working under pressure:** Remains effective and positive even when under pressure.
- **Ability to learn:** Adaptable to new ways of working and willing and able to engage with, and digest, new information and specialisms. You will have a growth mind-set open to new ideas and possibilities, and respond positively to challenges and setbacks in a resilient manner.
- **Continuous improvement:** You will have a track record of creating momentum and excitement around initiatives and new approaches and will always identify opportunities for continuous improvement. This will extend into your own professional development where you will demonstrate enthusiasm, willingness and the ability to learn new skills.
- **Equality and diversity:** A commitment to the ideals of the Open University, including equal opportunities and diversity issues.

**Desirable:**

### 4. Role specific requirements e.g. Shift working

You will be based in Cardiff but travel throughout Wales, to engage with project partners/stakeholders as necessary, along with some travel to Milton Keynes.

### 5. About the unit/department
THE OPEN UNIVERSITY IN WALES

The Open University in Wales is responsible for delivery of academic and support services to students and enquirers right across the country. It is funded through student fee income and by support from the Higher Education Funding Council for Wales and serves approximately 8,000 students.

Our Cardiff office is the base for more than 80 members of staff working for The Open University in different functions, including:

- The Director for Wales and deputies with overall responsibility for the leadership and oversight of the work of the Open University in Wales, including that delivered by faculty staff based in Wales;
- Academic staff, managers and coordinators from our Faculties and Schools, developing curriculum, supporting and co-ordinating teaching and ensuring that there is a Welsh perspective in the academic developments of the University;
- Our Student Recruitment and Support (Wales) team working to ensure the successful delivery of services and support to students across all activities;
- Staff engaged in external affairs, marketing, widening access and employer engagement, seeking to grow our collaboration agenda in Wales and tell our story to a wider public;
- The UK-wide Venue Management Team, which is responsible for venue procurement and management activities for all OU tutorials, examinations and ad hoc meetings in the UK and Continental Europe;
- Our team of Operations and Support staff, who make sure we run smoothly and effectively on a day-to-day basis.

The Open University is committed to sustaining a powerful and visible presence in Wales, working closely with other educational providers and organisations to offer high quality part-time higher education opportunities via distance learning. The University is focused on working with the Welsh Government and the Funding Council in meeting the economic, social and cultural needs of the Wales.

This is an exciting time to join the University, as it transforms its UK-wide operations, and refreshes its academic approach. Wales-based staff are involved in planning and organising large-scale operations, using technology to produce materials and information, and effectively managing resources to produce and deliver services to schedule. All staff are concerned with the maintenance and improvement of our high standards of support to individual students and have a strong customer service ethos.

The Open University in Wales is located at 18 Custom House Street, Cardiff. This is a five-minute walk from Cardiff Central train and bus stations. Given its city centre location there is no parking available but there are numerous car parks nearby. For further information on The Open University in Wales, and on the University, please see The Open University in Wales’ website at www.open.ac.uk/wales

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 Michelle Matheron on 29 2026 2708 or email: michelle.matheron@open.ac.uk.

If you have any questions regarding the application process please contact human-resources-opportunities@open.ac.uk.
7. The application process and where to send completed applications

Your covering letter or statement should clearly identify how you meet the criteria in the person specification if you have not already provided this information on the application form. Please ensure that you provide relevant examples as evidence to support your statements. The selection panel will consider how well the information you provide demonstrates that you meet the criteria identified in the person specification.

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>12 noon, 10 October 2018</th>
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<tbody>
<tr>
<td>Post it to:</td>
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<tr>
<td>Name/Job title:</td>
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<tr>
<td>Department/Unit:</td>
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<tr>
<td>Address:</td>
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<tr>
<td>Post Code:</td>
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<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:Human-resource-opportunities@open.ac.uk">Human-resource-opportunities@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

The interview panel will be chaired by: Louise Casella, Director, OUiW

The other members of the interview panel will be: Lynnette Thomas, Deputy Director – Strategy & Development (Wales); Michelle Matheron, Policy and Public Affairs Manager

The interviews will take place on: 19 October 2018

The selection process for this post will include Further details on the selection process will be sent to shortlisted candidates.

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 will not be accepted.

Expenses incurred for travelling to the interview will not normally be reimbursed by the University.