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>Description</th>
<th>Details</th>
</tr>
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<tbody>
<tr>
<td>Vacancy reference</td>
<td>15708</td>
</tr>
<tr>
<td>Job title:</td>
<td>Careers and Employability Consultant (EECP – Tailored Support)</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior CES Consultant/Project lead</td>
</tr>
<tr>
<td>Salary:</td>
<td>£33,199 to £39,609</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
</tr>
<tr>
<td>Grade</td>
<td>G7</td>
</tr>
<tr>
<td>Duration of post</td>
<td>Temporary contract until 31st July 2020</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours, Monday to Friday</td>
</tr>
<tr>
<td>Location:</td>
<td>OU in Scotland, Edinburgh</td>
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<tr>
<td>Closing date:</td>
<td>Midday on 21 March 2019</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Short Application Form along with Covering Letter and CV.</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Leanne Daniels</td>
</tr>
</tbody>
</table>
2. Summary of duties

To work in a small team piloting the tailoring of Careers Education, Information, Advice and Guidance (CEIAG) support which will be planned and targeted to students according to their current situation and stage of career thinking. The pilot is part of a project being run out of the Enhanced Employability and Career Progression (EECP) strategic programme and will use a set of questions about career motivations and needs, asked at registration and at several stages over the course to track students’ employability development and to target employability relevant support and customised interventions.

This is a specialist careers guidance role which will work alongside colleagues in the Careers and Employability Services Team, to support a cohort drawn from the Scotland based student population by use of targeted, customised interventions. The role has two key elements:

1. Making a significant contribution to the design and delivery of targeted CEIAG services to promote student employability, retention, progression and satisfaction.
2. Direct delivery of CEIAG to students collectively through a variety of media via webinars, online forums and other electronic media.

Main Responsibilities:

- Work mainly in a networked service to provide CEIAG to students to identify and support career goals in relation to module and qualification based study options; handle complex queries by e-mail, online via Skype and also telephone.
- Provide pro-active professional CEIAG to students identified as likely to benefit from careers interventions. In exceptional cases to be the named contact for individual students with high levels of need.
- Delivery of CEIAG will be via an increasing range of online media and the post holder will be expected to develop their skills as required. There will be a focus on communicating with students using social media tools such as LinkedIn, Twitter and Facebook. In addition software such as online forums and webinars will be used, plus other tools as appropriate.
- Develop expertise and knowledge, related to employability issues and careers in Scotland to provide an expert point of referral on careers and employability issues. Facilitate communication between SRSC and faculty staff (including ALs).
- Through national, institutional and external groups, contribute to the development of OU policy on the provision of careers and employability services and related priority areas such as apprenticeships, internships and student transitions. Contribute as appropriate to OU in Scotland priority work areas, including initiatives linked to SFC Outcome Agreement and QAA Enhancement Themes priorities.
- Apply the principles of the matrix quality standards and maintain up-to-date knowledge of institutional policy, regulations and professional standards.
- Contribute to the design, development and evaluation of online and written information, materials and systems to meet careers and employability educational and/or operational needs.
- Undertake research to inform retention, progression and developmental work of EECP and Careers and Employability Services in partnership with relevant colleagues and external organisations.
- Other duties as required by EECP.

3. Person specification

<table>
<thead>
<tr>
<th>Requirements</th>
<th>(E = Essential/ D = Desirable)</th>
</tr>
</thead>
</table>

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## Education, qualifications and training

### Essential
- Degree or professional equivalent
- Professional qualification in Careers Guidance

### Knowledge, work and other relevant experience

#### Essential:
- Proven experience of providing CEIAG to a range of diverse groups of students (including those with a disability) in adult, further or higher education.
- Proven knowledge, experience and confidence in delivering CEIAG online using a variety of technologies including website delivery, forums and social media.
- An understanding of the needs of adult or distance learners within the context of part-time open learning.
- Understanding of the issues affecting student retention and progression in the context of part-time open learning.
- Knowledge of and commitment to equal opportunities and diversity.
- Awareness of the external environment and government policies relating to employability as they might impact on the University.
- Understanding of the cultural context and landscape alongside the legislative and regulatory frameworks affecting the wider labour market in Scotland which could affect employers, employability and careers progression in Scotland.

#### Desirable:
- An understanding of the graduate job market.

## Personal abilities and qualities

#### Essential:
- CEIAG skills developed to support students’ autonomy and decision making, using techniques in negotiating, enabling, advocating and challenging.
- Highly developed oral and written communication skills to convey complex information to a range of audiences.
- Ability to work within and across location based and virtual teams.
- Ability to deliver training to a wide range of staff.
- Confident computer skills sufficient to use IT systems effectively and to deliver guidance in an electronic world.
- Good planning and organisational skills including the ability to work autonomously and manage high volumes of work with a willingness to take ownership and think creatively to resolve complex problems.
- The ability to analyse and develop data, processes, roles and responsibilities to improve services and respond to change.
- Motivation and commitment to the continuous improvement and development of CEIAG services at The Open University including this within own personal development.
- Ability to keep calm and maintain a sense of perspective when dealing with challenging clients.

#### Desirable:
- An interest in the use of social media to engage students in careers and employability development activities.
• Project management experience or knowledge of project management processes

4. Role specific requirements e.g. Shift working

• You may occasionally be required to work in the evening or at weekends.
• You may occasionally be required to travel to locations other than your usual place of work.

5. About the unit/department

Enhanced Employability and Career Progression (EECP) is a University Strategic Priority. EECP is a programme of work that will sustainably deliver and embed the institutional strategy and the cultural change required to “increase the number of students achieving positive personal and career development outcomes.”

This priority is core to the University’s mission statement to facilitate student success through personal and intellectual development, and by enabling students to build the specific skills, experience and knowledge to progress in their career intention.

**Careers and Employability Services**

Enhanced Employability and Career Progression is one of the Strategic objectives of the Open University which has resulted in increased investment, expansion and ongoing development of Careers and Employability Services.

OU Careers and Employability Services consists of:

• Four teams, each led by a Senior Careers and Employability Consultant and incorporating:
  • Careers and Employability Consultants (Learning and Teaching) based at Milton Keynes, working with faculties and other departments to embed the development of employability and personal development planning skills within the curriculum and delivering subject specific careers information, advice and guidance to students via online media including forums and webinars.
  
  • Careers and Employability Consultants in each OU centre who provide a networked and distributed service across locations and also work with the Student Support Teams and nation teams. All posts are responsible for responding to student queries across all subjects as well as developing specialisms linked to their centre.
  
  • Employability Advisers based in Milton Keynes and Nottingham providing careers information and advice to students and assisting the above staff.
  
• A Quality and Development team based in Milton Keynes, Nottingham and Manchester, leading the implementation of quality standards and procedures, planning the overall development and marketing of Careers and Employability Services, developing web and other online resources to support Careers and Employability Services, and providing research and MI support.
  
• An Employer Engagement team based in Nottingham, involved in working with Employers to identify and provide opportunities for OU students, and promoting the particular skills that OU students bring to employers.
  
• The Careers and Employability Services Management Team based in Nottingham, Manchester and Milton Keynes which leads the strategic development of the service in the OU, establishes and monitors...
standards for the delivery of CEIAG, ensures the service is promoted appropriately and works in partnership with others in the University to further develop the service.

- An Administration Team based in Nottingham and Milton Keynes who support all Careers and Employability Services staff.

Careers services are delivered by telephone, email, Skype, and via web resources. The careers website is at www.open.ac.uk/careers

6. How to obtain more information about the role or application process

If you would like to discuss the details of this role further or ask any questions to clarify your understanding of it before making an application, please contact Sara Ebbett on 0131 549 7985 or email: sara.ebbett@open.ac.uk

If you have any questions regarding the application process please contact: resourcing-hub@open.ac.uk

The application process and where to send completed applications

| Please ensure that your application reaches the University by: | Midday 21 March 2019 |
| Post it to: | Resourcing Hub  
The Open University  
Walton Hall  
Milton Keynes  
MK7 6AA |
| Or e-mail your application to: | Resourcing-hub@open.ac.uk |

7. Selection process and date of interview

| The selection process for this post will include | Exercise and Interview |

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.