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>15748</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Employability Adviser (EECP – Tailored Career Support)</td>
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<tr>
<td>Reports to:</td>
<td>Senior Careers and Employability Consultant</td>
</tr>
<tr>
<td>Salary:</td>
<td>£22,659-£25,482</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial &amp; Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>GR5</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Temporary Until 31/07/2020</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours, Monday to Friday (agile work requests considered)</td>
</tr>
<tr>
<td>Location:</td>
<td>OU in Scotland, Edinburgh</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Midday on 13 March 2019</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Application form, CV and covering letter detailing how you meet the person specification</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Leanne Daniels</td>
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</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 role which will work alongside the pilot team and Careers and Employability Services colleagues to support a cohort drawn from the Scotland based student population to deliver targeted, customised interventions.

Main responsibilities of the role:

- To deliver one-to-one careers information and advice to students and alumni on aspects of careers and employability support through a variety of media including, but not limited to, email, inbound and outbound telephone calls and digital channels, as part of a Careers Education, Information, Advice and Guidance (CEIAG) model and in line with agreed quality standards.
- This will include signposting students and alumni to careers and employability resources to meet their career related needs, as well as providing specific support with careers and employability activities such as CV preparation. It will also involve using judgement and expertise to assess queries and ensure that guidance needs are identified and addressed, referring on where appropriate and booking guidance appointments.
- The role holder will also be expected to undertake associated administrative processes to follow up discussions, including recording interactions using the University’s Customer Relationship Management system (VOICE) as appropriate.
- To support Careers and Employability Consultants in the development of CEIAG services for students and alumni including the organisation, preparation, marketing and delivery of webinars and forums as well as the development of online careers resources, and research to understand the differing employability needs of different student cohorts.
- The role holder will be expected to develop faculty specific knowledge in terms of course provision and key careers and employability issues to support these CEIAG activities with students and alumni and to support Careers and Employability Consultants’ development activities. Specialist knowledge will concentrate on, but not be limited to, a specific area of study such as a Faculty, or a specialist student cohort such as students of one or more nations, or students with Diversity needs.
- To work with CES colleagues to establish and maintain effective relationships within faculties and Student Recruitment and Support Centres to support effective referral processes and the development work of Careers and Employability Services.
- To assist in the collection and collation of data and feedback from service users. To undertake data analysis to create statistical feedback.
- To take responsibility for own personal development and to have and apply a detailed knowledge of OU processes, policies and regulations as well as an understanding of higher education careers and employability issues and knowledge of appropriate internal and external sources of information.
## Person specification

### Requirements  (E = Essential/ D = Desirable)

#### Education, qualifications and training

**Essential:**
- A good standard of general education including GCSE Maths and English grade C or above, or equivalent.
- Willingness to work towards (or already hold) a careers advice and information qualification (e.g. VQ level 4 diploma in careers information and advice, or NVQ level 3 IAG) (E)

#### Knowledge, work and other relevant experience

**Essential:**
- Experience of answering diverse queries, using a wide range of sources and platforms including social media.
- Ability to identify inaccuracies in information sources and take proactive measures to improve and enhance clarity and accuracy for Careers and Employability Services as a whole.
- Excellent IT skills including Microsoft Excel, PowerPoint and ability to use a range of IT and management information systems, and search for and use online resources where appropriate.
- At least one year’s experience of providing information and advice in a careers or customer service environment and the ability to transfer this to a higher education careers and employability setting.

**Desirable:**
- At least one year’s experience in a customer service environment, involving liaison and communication with external organisations.

#### Personal abilities and qualities
### Essential:
- Effective written and oral communication skills with the ability to explain policies and processes in plain English.
- Excellent active listening skills and ability to identify and respond to identified needs.
- Ability to work under pressure and to deadlines whilst maintaining attention to detail and accuracy.
- Good planning, prioritising and organisational skills.
- Ability to work independently and to take the initiative to solve problems and deal with issues whilst recognising boundaries.
- Ability to approach tasks in a systematic and organised way and adapt quickly to change.
- Ability to liaise with people at all levels in an effective and professional manner both internally and externally.
- Good negotiation skills
- The ability to work as part of a team and to collaborate effectively with colleagues.
- A commitment to excellent customer service and continuous improvement.
- A sound understanding of and commitment to equal opportunities and diversity.

### Desirable:
- An interest in the use of social media to engage students in careers and employability development activities.

### 4. Role specific requirements e.g. Shift working
- Role holder will occasionally be required to attend meetings/events at locations other than their usual place of work.
- The role holder may occasionally be required to work outside normal office hours

### 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 particulars of this role before making an application please contact: Leanne Daniels

If you have any questions regarding the application process please contact: resourcing-hub@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>Midday 13 March 2019</th>
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</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td></td>
</tr>
<tr>
<td>Name/Job title: Maureen Pittam, Resourcing Assistant</td>
<td></td>
</tr>
<tr>
<td>Department/Unit: Resourcing Hub</td>
<td></td>
</tr>
<tr>
<td>Address: Level 1 South Berrill Building Walton Hall Milton Keynes</td>
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8. Selection process and date of interview

The interview panel will be chaired by:

The other members of the interview panel will be:

The interviews will take place on:

The selection process for this post will include:

- 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.