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>15750</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Internship Manager</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Project Manager (Virtual Internships)</td>
</tr>
<tr>
<td>Salary:</td>
<td>£33,199 - £39,609</td>
</tr>
<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>31 July 2020</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>Any OU office Location</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Standard application form, CV and Covering Letter</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Midday on Friday 22 March 2019</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Gemma Godfrey</td>
</tr>
</tbody>
</table>
2. Summary of duties

The Internship Manager will input to the design and evolution of the virtual internship model and act as an ambassador for the scheme to promote it to both students and employers. They will be the first line of support for both students and employers throughout the internship process from pre-placement support, including recruitment and selection practices, as well as ensuring that the student and the employer are fully supported throughout the duration of the internship.

The Internship Manager will provide before and aftercare for the student and be critical in signposting students through to the Careers and Employability Service (CES) in order to access the appropriate advice and guidance to support them to make the most of their internship experience as well as continuing to develop in their career aspirations after the internship has ended.

To work as part of a small project team in the management and development of virtual internships:

- To act as first point of contact for the virtual internship scheme for both employers and students to explore internship possibilities,
- To support students through the recruitment and selection process
- To provide ‘on-placement’ support including signposting where necessary to other areas of the business to provide more specialised advice and guidance.
- To lead, manage and develop internship assistants

Be an active member of the project working group in order to help shape the virtual Internship offering.

Use a creative and innovative approach in developing contact with employers, including working closely with external partners such as the Local Enterprise Partnerships (LEPs), in order to explore internship opportunities with employers.

Actively promote the virtual internship scheme to employers and students. Manage the organisation of events including face to face and online events in order to:

- Enhance the reputation of the OU as a supplier of talent
- Publicise internship opportunities to students
- Provide a platform for employers and students to meet and explore internship fit.

To work closely with the Careers and Employability Service (CES), particularly the Employer Engagement Team, to ensure that:

- Existing employer connections are utilised
- A consistent employer engagement approach is maintained
- Students are signposted to the most appropriate careers guidance and support throughout the internship journey.

To work with staff in other areas of the University, including the Business Development Unit and Faculties to:

- Maximise engagement with employers and connect with other initiatives across the University
- Increase understanding of student skills and competencies across the curriculum as well as increase awareness of student requirements through the differing levels of study.
## 3. Person specification

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

#### Education, qualifications and training

**Essential:**

Experience in engaging with businesses or other external stakeholders

#### Knowledge, work and other relevant experience

**Essential:**

Experience of B2B relationship management and/or working across multiple external stakeholders concurrently

Experience working in a student facing role

Understanding of best practice in delivering a high-quality experience to students and employers.

Awareness of recent developments in relation to employability within the wider HE context

**Desirable:**

Experience in the delivery of internships or work placements within a higher education institution

Understanding of the OU and the needs and aspirations of our students

#### Personal abilities and qualities

**Essential:**

Adapts and responds well to change. Manages pressure effectively and demonstrates resilience and is solutions-focused.

Deals well with ambiguity, making positive use of the opportunities it presents.

Builds wide and effective networks of contacts inside and outside of the University.

Excellent written, oral and online communication skills with ability to lead as well as contribute to informal and formal discussions. An ability to communicate with people from a wide range of experience and backgrounds.

Excellent inter-personal skills, demonstrating discretion, confidentiality and the ability to liaise effectively with a wide range of stakeholders and provide information and advice to project and work stream managers

Adapts interpersonal style to suit different people or situations

Probes for further information or greater understanding of a problem and produces workable solutions.
Comfortable working within a project environment effectively owning and managing personal objectives and deliverables.

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 including some evenings and weekends.

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 Gemma Godfrey on 01908 652639 or email: gemma.godfrey@open.ac.uk

If you have any questions regarding the application process please contact Andrea Jenkins on email: resourcing-hub@open.ac.uk or 01908 655544

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>How to Apply</th>
<th>Complete the standard application form and submit along with your CV and Covering Letter.</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-mail your application to:</td>
<td>Your completed application should be returned electronically to <a href="mailto:resourcing-hub@open.ac.uk">resourcing-hub@open.ac.uk</a></td>
</tr>
<tr>
<td>Please ensure that your application reaches the University by:</td>
<td>Midday on Friday 22 March 2019</td>
</tr>
<tr>
<td></td>
<td>Applications received after the closing date will not be accepted.</td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

The interviews will take place on:
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.