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>15786</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Apprenticeship E-Portfolio Manager</td>
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<tr>
<td>Reports to:</td>
<td>Apprenticeship Operations Manager</td>
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<tr>
<td>Salary:</td>
<td>£35,000 - £40,000</td>
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<tr>
<td>Terms and conditions:</td>
<td>OUW</td>
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<tr>
<td>Grade</td>
<td>OUW</td>
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<tr>
<td>Duration of post:</td>
<td>FTC – until end December 2020</td>
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<tr>
<td>Working hours:</td>
<td>Full time</td>
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<tr>
<td>Location:</td>
<td>The Business Development Unit</td>
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<td></td>
<td>The Open University</td>
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<td></td>
<td>Milton Keynes</td>
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<tr>
<td>Closing date:</td>
<td>12 noon on 22 March 2019</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Short application form plus CV and covering letter</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>One (most recent)</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Diane Latimer</td>
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</table>
2. Summary of duties

To realise our ambitious strategy, we need the best people around. We’re building an amazing team, all of whom share our pace, passion and commitment to develop and deliver the Open University’s higher and degree apprenticeship programmes.

We are looking for an experienced and pro-active Apprenticeship E-Portfolio Manager to evaluate, administrate and demonstrate our e-portfolio software to support apprenticeship programmes across the Open University. Reporting to the Apprenticeship Operations Manager, this post will work collaboratively with our e-portfolio provider OneFile, apprentices, employers, faculty colleagues and other support within the University to act responsively to feedback, resolve any issues, enhance the user experience of the e-portfolio and to document and share best practice.

The role will include the line management of a new Apprenticeship E-Portfolio Administrator, ensuring that they administrate effectively.

If you can be part of the team bringing apprenticeship delivery to life in a way that engages, inspires and leads to high achievement, then you will be successful at The Open University.

Key responsibilities:

Training and support

- Develop training and resources for apprentices and OU staff in the use of the e-portfolio software. Liaise with Faculties, Account Managers and others, to identify apprentice and employer e-portfolio needs and offer training and support to users.

- Assist in the design of teaching and learning materials to support apprentice e-portfolio learning needs, such as templates, user guides and online materials.

- Convey complex technical and specialist information on the e-portfolio in a clear and concise manner, via face-to-face (individual and group), online, email or similar.

- Network with and offer support to academic and support staff in other faculties where and when necessary.

E-Portfolio Management

- Support Faculties to ensure that high quality evidence is recorded within the e-portfolio system. Monitor that the evidence is being submitted and that it meets the requirements of the Apprenticeship Standard and is compliant with the University’s legal and contractual obligations.

- Work with Faculties and the Business Development Unit to ensure effective centre management of the e-portfolio. Set up new products when required.

- Work collaboratively with software suppliers, apprentices, employers, Faculty staff (such as practice tutors), and other support within the University, to enhance the user experience of the e-portfolio, act responsively to feedback, resolve any issues and to document and share best practice.

- Ensure regular reports are produced on apprentice and employer engagement, data compliance issues, apprentice progress, attendance, off the job training, readiness for end-point-assessment and opportunities for development of the system. Lead on the analysing of data linked to the e-portfolio and provide feedback to the AODT and wider OU.

- Work with faculty support to embed teaching and learning materials within e-portfolio units across all OU apprenticeship programmes.

- Ensure e-portfolio user accounts and access permissions are created and managed in an accurate and
timely way.

- Ensure data held in e-portfolio accounts is stored, accessed, shared and maintained in line with the University’s data protection and policies.

**E-Portfolio System Provider**

- Negotiate directly with our e-portfolio provider OneFile producing fit-for-purpose platforms for the needs of programmes, apprentices, academic staff, employers and third-party organisations.

- Work directly and build relationships with the e-portfolio provider to ensure the software and platform is suited to the needs of OU Apprentices. Work collaboratively with key individuals within the University and e-portfolio supplier to deliver improvements to e-portfolio functionality, as directed by the Apprenticeship Operations Manager.

- Develop appropriate tools with the e-portfolio provider, to improve apprentice and employer engagement with the e-portfolio, in order that effective evidence of apprentice progress, attendance and off the job training can be tracked and recorded, keeping in mind any relevant standard or professional body requirements.

**Line Management**

- Provide line management and development for the Apprenticeship E-Portfolio Administrator.

3. **Person specification**

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

**Education, qualifications and training**

**Essential:**

- A degree in business, education or training (or equivalent experience) and extensive experience working in a similar role within an apprenticeship training provider, work based learning provider or HEI

**Desirable:**

- Certificate in Education and Training

**Knowledge, work and other relevant experience**

**Essential:**

- Significant experience of the use of OneFile (or similar) e-portfolio software.

- Experience of working with students in the following areas: online tools to support assessment and feedback; online platforms to enhance student satisfaction and enhancement; software training and e-learning; and, e-portfolio development and training.

- Experience of developing training support materials and delivering training across a range of channels, including face-to-face, online and over the phone.

- Experience of system administration.

- Experience of providing excellent customer service
### Experience line management of staff including conducting staff appraisals, staff development and staff recruitment

### Desirable:
- Experience of working with apprenticeship programmes, providers and employers.
- Experience of setting up work based learning programmes and apprenticeship programmes.
- Good understanding of higher and degree apprenticeships and the wider apprenticeship context including the apprenticeship levy and its implications
- Experience of contributing to and implementing quality assurance procedures.

### Personal abilities, skills and qualities

#### Essential:
- Highly proficient in Microsoft Office software (in particular Word, Excel and Power Point).
- Highly computer literate and numerate
- Self-motivated and able to effectively manage, plan and prioritise your own workload as well as support and manage the workload of others.
- Strategically focused on developing consistent processes and joined up ways of working
- Able to use initiative, creativity and judgement to respond appropriately to customer needs and problems.
- Able to clearly communicate complex information to a range of internal and external stakeholders orally, in writing and online.
- Able to extract, manipulate and analyse data from multiple sources, draw meaningful conclusions and make recommendations based on evidence.
- Able to work independently and as part of a team to deliver individual and team objectives.
- Able to work effectively with a range of internal and external stakeholders including students, employers, staff and third-party software suppliers.
- Able to lead, where required, on projects to deliver individual and team objectives.
- High ethical and professional standards

#### Desirable:
- An ability to identify commercial opportunities to maximise income within the department in line with the University’s strategic plan.
4. Role specific requirements e.g. Shift working

This role will be subject to pre-employment checks

5. About the unit/department

The Business Development Unit

The aim of the Business Development Unit is to create and implement a profitable commercial and international strategy for the Open University.

The BDU is working to construct and implement the overall business development strategy for the OU both in the UK and internationally. This activity includes improved partnerships with business development efforts in faculties and in the nations and regions.

The unit has two core activity streams:

- To deliver sustainable net revenue streams for the OU through developing existing and as yet undeveloped new markets
- To be a customer-focused business, generating significant growth of revenue. The rate of growth will be governed by the BDU’s Unit Plan, which will set achievable targets for increasing both income and profitability.

Open University Worldwide

It is essential the Open University continues to become less dependent on government funding. To do this it manages a balancing act: supporting teaching, learning and open access as well as funding and developing top level research.

Competition for students, staff and funding is intense and global, and students’ expectations have risen sharply as learners increasingly view themselves as ‘consumers’ of education. The demand for top class facilities and services is growing, as are expectations for flexible learning patterns and qualifications that will really make a difference to careers.

The Open University has developed ambitious plans to grow associated revenues through its commercial entity, Open University Worldwide (OUW).

With a market leading range of products, cutting edge technology and a strong, commercially focused team, this is an exciting time to join the team.

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 Caroline Stephens by email: caroline.stephens@open.ac.uk.

If you have any questions regarding the application process please contact the Resourcing Hub on resourcing-hub@open.ac.uk.
7. The application process and where to send completed applications

Your application should contain:

- Short Application form
- CV
- A covering letter of up to 2 sides of A4 describing why you are applying for this post and detailing how you fit the criteria in the person specification.

NB: It is important that candidates complete all sections of the application form in full.

Please ensure that your application reaches the University by: 12 noon on 22 March 2019

E-mail your application to: Resourcing-hub@open.ac.uk

8. Selection process and date of interview

The interview panel will be chaired by:
Caroline Bresland, Apprenticeship Operation Manager

The other members of the interview panel will be:
Caroline Stephens, Apprenticeship Programme Delivery Manager
Glenn Dickinson, Business Planning and Operations Manager

The interviews will take place on: 12 April 2019

The selection process for this post will include
Practical 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.