Head of Training, Quality and Knowledge Management

About the role

A key role in Student Recruitment & Fees (SRF) to support the English Student Recruitment and Support Centres (SRSCs) and be responsible for:

- The delivery of induction, refresher and update training for frontline staff.
- Ensuring the provision of an accurate, user friendly and easily accessible knowledge management tool to support frontline staff.
- All aspects of Quality within Student Recruitment and Fees, including Quality monitoring (call and email evaluations for example) and internal feedback.
- Change Acceptance and Continual Improvement, working collaboratively across the University to continue to develop the service.

Key responsibilities

Training

- Spearhead analysis, design, and development initiatives related to the induction, refresher, and staff development training needs of SRSC frontline staff.
- Manage the budget for training and development of SRF staff.
- Embed and build on a development programme for Managers.
- Ensure capability within the training programme to continually refresh and improve the service.

Knowledge Management and Quality

- Responsible for continued development of a robust quality framework, model and standards to underpin all student and enquirer interactions across multiple channels including, email, webchat and telephone.
- Drive, support and manage all quality related audit requirements for SRF.
- Lead the ongoing development and strategy for Knowledge Management, including responsibility for the systems, to support frontline colleagues in their interactions with students and enquirers ensuring consistent and accurate information is available at all times.

Change Acceptance and Continual Improvement

- Lead on Continual Improvement across the four English SRSCs, working with teams across the service, Faculty leads, other teams in Academic Services and liaising with representatives from Ireland, Scotland and Wales and Specialist Teams on any initiative which may impact them.
• Embed and continue the development of change acceptance, supporting other projects or change initiatives to ensure they are implemented into the SRSC as smoothly as possible.

**People Management**

• Responsible for the direct line management of Senior Manager Training, Senior Manager Knowledge Management and Quality and Senior Manager, Change Acceptance.
• Drive this team, who are based across the three English locations, to achieve optimum operational performance and support them to achieve their individual potential.

**Relationship Management**

• Play a key role in the wider Management team of SRF.
• Within the English SRSCs collaborate with Management teams and the wider Academic Services Management teams on a regular basis.
• Build and ensure a co-operative and effective working relationship with other areas of the University to develop and ever improve the student experience.
• Work with colleagues in Ireland, Scotland and Wales to support their service to students and enquirers, as required.

**Skills and experience**

**Education, qualifications and training**

• Degree or equivalent business operational experience

**Knowledge, work and other relevant experience**

• A solid knowledge of customer service operations, training and quality.
• Training / L&D professional experience.
• Experience of working to support student facing teams.
• Strong people management abilities across remote locations.
• Experience of delivering training and embedding quality standards to meet the requirements of the core business.
• Experience of providing support to embed a high performing and collaborative culture that is focused on continuous improvement.
• Experience of delivering change and working in an environment undergoing significant change.

**Skills, capabilities and qualities**

• Proven ability in project management, with a track record of successful delivery within agreed schedule, budget and quality standards.
• Effective communication skills and the ability to express views and ideas both verbally and in writing. Able to effectively communicate and influence at all levels.
• Expertise in negotiating and the proven ability to influence outcomes.
• Demonstrable organisational, planning, problem-solving and decision-making skills.
• Excellent interpersonal skills and ability to build relationships and network.
• Team-working capabilities in collaborating with colleagues, managers and staff across the organisation to ensure service excellence.
• Able to develop and maintain effective working relationships with colleagues, stakeholders and partners to deliver project-related objectives.
- Ability to lead a team, delegate action where appropriate and to deliver actions via virtual teams and across multiple workstreams.
- Ability to influence peer groups and senior stakeholder groups.
- Passionate about the student journey and the ability to deliver a student-focused approach, considering impact on our students.
- High level of attention to detail, analytical approach to problem solving and ability to meet challenging deadlines whilst remaining calm under pressure.
- Self-confident, resilient, with the ability to deal with obstacles and challenges using tact, discretion and diplomacy.

**Special working conditions**

- Travel required across OU English locations with occasional travel to Ireland, Scotland and Wales, as requested.
- Commitment to the educational mission and values of the OU.