External Engagement Manager

About the role

The post holder will report to the Deputy Director (Partnerships) and provide support for the Validation Partnerships and Student Policy and Casework Unit (VPSPC). The post holder will be responsible for multiple activities that relate to internal and external VPSPC publicity, including events. They will be required to support a number of different administrative processes relating to collaborative partnerships, including auditing of partner publicity materials and regular maintenance of the VPSPC website.

Key responsibilities

While duties may vary the core activities will include:

- Reporting on and managing the arrangements for the approval and monitoring of partner publicity materials that refer to their partnership with the OU, ensuring that they are in line with VPSPC requirements and those of the Competitions and Markets Authority (CMA), Quality Assurance Agency (QAA) and Office for Students (OfS), and are audit ready;
- In liaison with the SMT, ensuring that any changes to procedures, policies or regulations arising from and role related activities are promptly communicated to colleagues in the University and across the partners network;
- Keeping up to date the VPSPC annual internal communication/promotion plan and expanding the VPSPC profile to ensure greater engagement internally within the OU and across the partners network;
- Responsible for website presence of VPSPC and curriculum partnerships, including maintaining and publishing the OU’s Register of Collaborative Provision;
- Liaising, as appropriate, with Faculties and Units within the Open University and contributing to the integration of the work of the VPSPC with that of the University;
- Initiating and developing new and innovative methods of communication;
- Being involved and contributing to the Administrative Audit process;
- Preparing and co-ordinating the annual cycle for all VPSPC publications and promotional activities, including VPSPC conferences and the Seminar Series;
- The role holder may be required to undertake any other duties reasonably required as within the nature of the duties and responsibilities of the role.

Skills and experience

Essential:

- A first degree or equivalent professional qualification in an appropriate discipline;
• Substantial experience, knowledge and understanding of developing, implementing and managing administrative processes;
• Strong knowledge of Microsoft Office package, numeracy and ICT skills, including experience of report writing;
• Communications expertise and the ability to deliver a high quality programme of outreach and engagement;
• Ability to organise and run events;
• Excellent oral and written communication skills, including the ability to interpret policy and disseminate information effectively;
• Excellent inter-personal and negotiating skills, with the ability and confidence to influence, advise and support others over whom there is no formal authority;
• The ability to work co-operatively and flexibly in a variety of team settings;
• Proven ability to work proactively with minimum supervision, using own initiative and occasionally under pressure;
• An understanding of and commitment to Equal Opportunity and Respect for Diversity policies in the OU and partner institutions;

Desirable:
• Experience of working in a higher educational or similar environment;
• Knowledge of the QAA and OfS Regulatory Frameworks;
• Knowledge of CMA requirements in relation to higher education provision.