Further Particulars

This document includes information about our organisation, the role for which you are applying, the person specification and the selection process.

1. Role details

<table>
<thead>
<tr>
<th>Vacancy reference:</th>
<th>11489</th>
</tr>
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<tbody>
<tr>
<td>Job title:</td>
<td>Deputy Chief Executive (Finance and Resources)</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Chief Executive</td>
</tr>
<tr>
<td>Salary:</td>
<td>£39,992 - £47,722</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>OU Students Association Management Staff</td>
</tr>
<tr>
<td>Grade:</td>
<td>Grade 8</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Full time, 37+ hours a week</td>
</tr>
<tr>
<td>Location:</td>
<td>OU Walton Hall campus, Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Monday 3 September 2018 at 12pm (midday)</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>OU Students Association Application Form</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Recruitment contact:</td>
<td>Rob Avann, Chief Executive</td>
</tr>
<tr>
<td>Interview date:</td>
<td>Friday 14 September 2018</td>
</tr>
</tbody>
</table>
2. The Open University Students Association

The Open University Students Association was established by the Open University’s Royal Charter. Our current membership is around 170,000 students spread across the UK, continental Europe and beyond. The overwhelming majority of our students study part time and at a distance. Our student body is among the most diverse in the UK Higher Education sector, with for example the largest single community of disabled students in Europe. Our mission is ‘to be the voice of and community for all OU Students’. We are a Student Union, under the definition of the Education 1994, and a charity registered with the Charity Commission and Office of the Scottish Charity Regulator.

Generally, the Association is an organisation of students, run by students, operating through a democratic structure. It is headed by our elected student President. As a registered charity, ultimate authority and responsibility for all of the Association’s activities is vested in the Board of Trustees, which currently comprises nine elected student positions and a further three external trustees. Our Central Executive Committee sets our student-facing policy and acts as the representative voice of students within the University and in the external world.

Our values are Democracy; Equality; Integrity; and Partnership.

Our strategy (www.oustudents.com/our-strategy) to 2020 has three core objectives:

a) To listen to OU students and represent their collective voice and academic interests
b) To engage students in a vibrant and supportive community and create new opportunities
c) To raise awareness of our actions and the impact of our work to enhance the student experience and student success

The OU Students Association also operates a trading subsidiary, OUSA (Services) Ltd trading as the OU Students Shop which sells a range of branded merchandise and study aids. We also have a separate grant-giving charity, the Open University Students Educational Trust (OUSET), which supports students in financial hardship.

The OU Students Association is currently an unincorporated association but is planning to incorporate as a Charitable Company Limited by Guarantee in 2019.

The Chief Executive is a permanent member of staff appointed by the Board of Trustees and is responsible for advising the President, Board of Trustees and the Central Executive Committee. The Chief Executive is also responsible for managing the Association’s staff team and services.

3. The OU Students Association staff team

We are based on the University’s beautiful campus in Milton Keynes. Our staff team works closely with our elected student representatives and colleagues within the Open University. The staff team is responsible for delivering the wide range of services, activities and functions undertaken by the Association.

Currently we have seven specialised teams and a short (but far from comprehensive) overview is provided below:

The Digital Communications team manage our website, branding, social media platforms, radio and magazine in addition to improving the Association’s ability to adopt and utilise new technology and digital tools.
The Operations team provide the first point of contact for students and manage our grant-giving educational trust (the OU Students Educational Trust) and our OU Students Shop, including our web store and our marketing presence at events such as degree ceremonies. They also manage our suite of online forums.

Resources handle all elements of financial management, processing and monitoring. They support annual budget setting and subvention negotiations with the University and oversee purchasing and general maintenance and administration of the office.

The Student Community team undertake projects to engage students in their Association and University community which includes supporting student societies and the planning and delivery of online events such as Freshers.

The Student Support Team manages services designed to support student welfare including Nightline and Peer Support. They lead on the equality, diversity and inclusion agenda and support student groups including the Disabled Students Group and Plexus.

The Student Voice team focus on our work in the areas of education policy, including the recruitment and support of our team of Central Committee Representatives, student consultation, representation and research.

The Student Volunteering Team is dedicated to recruiting, training and supporting current Student volunteers and creating new opportunities to volunteer and get involved with the Students Association.

The Chief Executive currently supports the Operations, Resources and Student Volunteering teams with the Deputy Chief Executive (Student and Staff Engagement) supporting the Digital Communications, Student Community, Student Support and Student Voice teams.

In addition, the Executive Assistant provides comprehensive daily support to the Chief Executive and President, looks after general HR matters and handles the organisation and successful administration of all meetings of the Board of Trustees and Central Executive Committee. The Support Coordinator is currently working very closely with the President and Chief Executive to help coordinate our input and influence into the University’s major change programmes.

We will also be adding a new role dedicated to external affairs in the autumn.

The Chief Executive, Deputy Chief Executives and manager(s) of each team meet monthly as a Management Team (MT) to discuss issues, ideas and developments. Our management culture is to support, empower and enable our staff and to encourage collaboration across teams and with our colleagues in the Open University. We are a busy, multi-functional, friendly and dynamic team of 31 juggling a huge variety of responsibilities and activities supporting elected student leaders who are geographically dispersed from us and from each other.

### 4. The Role

**Purpose**

This is a permanent senior management position, available immediately due to the retirement of our previous Head of Resources and our decision to create a new second Deputy Chief Executive (Finance and Resources) position. This exemplifies the importance and value that we place on this crucial area of work. It is a really exciting newly-created position supporting an established and capable Resources team as well as taking on wider senior management responsibilities.
Once the post-holder is in place and settled, the Chief Executive and Deputy Chief Executive (Student and Staff Engagement) will work with the post-holder and wider Management Team to examine how we might re-distribute our manager’s reporting lines to provide greater capacity and improved support whilst also catering for each of our interests and skills. Initially then, the Deputy Chief Executive (Finance and Resources) will line manage the Resources team but with the potential addition of other teams as agreed in time.

As a senior manager, you will make a valued contribution to our future direction, strategy and operations in support of the Chief Executive, Trustees and elected student leaders. We will expect you to demonstrate our values, to take pride in your work and that of the team, to help foster and maintain our culture and to make a strong contribution to the delivery of our strategy and long term aspirations.

As part of your financial leadership, you will work closely with our Vice President Administration to prepare the annual budget, 3 year projections and business case for our annual subvention (block grant) negotiations with the Open University. You will also prepare and deliver management accounts to our Trustees and the Management Team, developing new ways of providing and communicating financial information in an accessible format for non-financial audiences.

You will also get involved in other non-financial aspects of our work at a senior level, including leading on project and policy work on behalf of the Trustees and Chief Executive.

The role is ideally suited to someone who has strong financial management and risk management skills who is an exceptional communicator, can take a wider whole-organisation view and is keen to be involved in other areas of the organisation’s work within a broader remit. This is no small challenge, but a fantastic opportunity to make a real difference.

Role Description

Senior management responsibility
As part of the senior management team, you will:
- Demonstrate and act at all times with leadership, integrity and professionalism
- Contribute to our direction, governance, strategy and risk management
- Work closely with the Chief Executive and Vice President Administration to develop the resources of the organisation
- Help to build and support a successful team and organisational environment to enable us to achieve our aims
- Be an active member of the wider Management Team and encourage unity, collaboration and joined-up thinking
- Encourage by example respect and support for our elected student leaders and Trustees, and for the wider staff group
- Develop and maintain a good working relationship with key contacts within the Open University, including with the Finance unit and Estates/Security.
- Deputise for the Chief Executive and Deputy Chief Executive (Student and Staff Engagement) where necessary

Financial management
- Oversee all matters of day-to-day financial management for the Association. To work with the Head of Operations to ensure the same for OUSET and OUSA (Services) Ltd.
Deliver high quality financial analysis and reporting, including providing timely and accurate financial statements, budgets and forecasts for the Chief Executive, Vice President Administration, the wider Management Team and the Board of Trustees/Directors. To develop less detailed but nonetheless effective and relevant reports for the Central Executive Committee.

Prepare the annual budget on behalf of Vice President Administration and in consultation with the wider Management Team and Chief Executive

Prepare all supporting information for the annual external audit, in consultation with the auditors. Offer full support to the auditors, lead on any future tendering process for their services and ensure a productive and positive relationship.

Prepare all supporting information and own all VAT reporting

Review and improve systems for accounting and management reporting

Provide specialist expert advice across the organisation where necessary and appropriate

Develop and support wider engagement and knowledge of financial management, including amongst the Management Team

**Staff management**

- Lead, support and develop the Resources team, plus any other staff teams as agreed with the Chief Executive. This includes all aspects of day-to-day supervision and line management, training, performance management and annual appraisal and ensuring that the team provides effective and professional support to the organisation.
- Plan, prioritise and manage own workload and that of team.
- Solve problems in a logical and creative fashion.
- Be an active and contributing member of the wider Management Team
- Chair meetings where necessary, including staff team meetings

**Compliance and governance**

- Work with the Head of Operations to ensure effective financial management of both entities, OUSET and OUSA (Services) Ltd.
- Lead on annual reporting for all three bodies to the Charity Commission, OSCR and Companies House.
- Assist Chief Executive with the preparation of the annual report to the Open University’s Finance Committee and Council.
- Act as Company Secretary where agreed with Chief Executive
- Ensure legal compliance and compliance with good governance, including having regard to the Charity Good Governance code, Education Act 1994, charity and company law and other concerns including safeguarding, GDPR and data protection, health and safety and employment law.
- Assist the Chief Executive with all aspects of risk management
- To arrange, review and oversee insurances

**Communication**

- Devise and implement effective means of management reporting, seeking feedback from audiences
- Present financial papers and provide capable and competent commentary to aid decision making
- Continually look to improve and develop management information, commentary and tools to be effective for non-financial audiences
- Ensure robust and accurate costings and forecasts

**Subvention**
Lead on the preparation of all pertinent financial information and projections for the annual subvention negotiations with the Open University, supporting Vice President Administration and the Chief Executive with the negotiations.

**Wider organisation**
- Act as the key support for Vice President Administration, maintaining regular dialogue and forming an excellent working relationship. Assist them with their work and aims.
- Develop an excellent working rapport with the Chief Executive, Deputy Chief Executive (Student and Staff Engagement) and all other members of the Management Team.
- Support the development and delivery of the organisational strategy.
- Attend Board of Trustees meetings
- Attend Central Executive Committees meetings on a rota basis with other Management Team members
- Support the work of and attend any Trustee sub-committees where necessary, including the Remuneration Committee. This may include recruiting or supporting external advisors or volunteers where necessary.
- Lead or contribute to a Conference organising team and alongside the rest of the staff group, to work at biennial Conferences (next one is in June 2020)
- Lead projects or policy developments where necessary, as requested by the Chief Executive
- Seek to build on the prevailing team ethos by praising and being proud of the achievements of others.

**Facilities**
- Manage our office accommodation, including security passes and access control (in liaison with the Open University’s Estates and Security teams), health and safety and IT purchasing
- Manage the relationship with the auditors, bank, credit card providers, insurers and all other relevant service providers

**Professional development**
- Maintain own professional and personal development. Develop own knowledge, that of the Resources team and that of the wider organisation where necessary and relevant.
- Attend external events, including making use of our affiliations including the Charity Finance Group and National Council for Voluntary Organisations.

To undertake any other duties as directed by line manager, commensurate with the grade of the post.

5. The Person

**Note:** Applicants who have not clearly demonstrated in their application that they possess the essential experience and knowledge will not be short-listed. Desirable elements are those that it would be useful for the post holder to possess, and will be used to assist the short-listing process where we receive a high volume of good applications. In your personal statement, it is important that you draw on examples to provide evidence of how you meet the criteria. The criteria in the capabilities and qualities section will be factors that we will look to be displayed throughout the application process but candidates are not expected to highlight these in the personal statement part of the application form.
<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td><strong>Education, knowledge and training</strong></td>
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</tr>
<tr>
<td>CCAB qualified accountant</td>
<td>Shows an awareness of the wider Charity or Higher Education sector and relevant issues</td>
</tr>
<tr>
<td>Evidence of continuing relevant personal and professional development with a commitment to learning</td>
<td>Project management training</td>
</tr>
<tr>
<td>Knowledge of the Charity SORP</td>
<td>General awareness of charity law and other relevant legislation</td>
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<tr>
<td></td>
<td>Knowledge of Charity VAT</td>
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<tr>
<td></td>
<td>Working knowledge of Sage 50 professional or similar</td>
</tr>
<tr>
<td><strong>Experience and skills</strong></td>
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<tr>
<td>Experience of preparing statutory and management accounts</td>
<td>Experience of, and interest in, getting involved in other aspects of the organisation’s work, including leading projects and contributing to strategic direction (preferable)</td>
</tr>
<tr>
<td>Experience of developing budgets</td>
<td>Experience of working with a range of volunteers</td>
</tr>
<tr>
<td>Experience in managing and developing staff, with an empowering and encouraging approach</td>
<td>Experience of working in a similar-sized organisation</td>
</tr>
<tr>
<td>Experience of communicating complex financial reports to non-financial audiences. Shows skill in presenting such matters to different audiences.</td>
<td>Experience of working within a member-led or democratically-run organisation</td>
</tr>
<tr>
<td>Experience of generating new ideas to improve existing approaches and shows evidence of applying learning from past experience</td>
<td>Experience as a volunteer/Trustee</td>
</tr>
<tr>
<td>Experience of setting up and managing internal controls including risk management, preparing policies and overseeing insurance arrangements</td>
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</tbody>
</table>
Experience of writing reports and presenting them to Board level audiences

Providing expert, professional advice to other managers

Able to provide quality support to the Chief Executive and Deputy Chief Executive (Student and Staff Engagement), including deputising where necessary

Experience of dealing with people from a range of backgrounds and needs.

**Capabilities and qualities**

- High degree of personal integrity and accountability
- Strong attention to detail. Sets and meets high standards of quality both for self and team
- Self-starter, with excellent organisational and time management skills
- Self-awareness
- Approachable and friendly. High level of interpersonal skills, an effective communicator who develops effective working relationships with others and seeks to work collaboratively
- Relishes the challenge of working in a busy, diverse and multi-functional team environment
- Able to balance and move between strategic and operational discussions and decisions
- Demonstrates leadership and instils team spirit
- Calm under pressure
- Monitors and acts on feedback. Flexible and adaptable to new ideas, technology and working practices
- Assertive but with excellent skills of negotiation, diplomacy and tact
- Enthusiastic about the role and our work, shares our values and shows commitment to our mission

**Additional requirements and special working conditions**

- Some evening and weekend working is expected in order to complete the necessary duties of the post. Applicants should be willing and able to work outside office hours on an occasional basis, with prior notice and agreement.
- Must be eligible and not disqualified from serving as key management staff for a registered charity
- Commitment to equality and diversity.
- Commitment to own professional development.
6. General Information

| Terms and Conditions |
The terms and conditions which apply are similar to those applying to Academic Related Staff of the Open University. Our staff policies are currently under review. The OU Students Association is a member of the Universities Superannuation Scheme (USS).

| Hours of Work |
This is a busy, full-time position of 37+ hours a week. However, we operate flexitime which provides for flexibility on how the hours are worked in meeting business needs. Core hours are 10am to 11:30am and 2pm to 4pm daily with flexible start and finish times between 7am and 7pm.

The post-holder will manage their own hours and should recognise the implications of the profile and responsibility of this senior management position. However, the OU Students Association encourages staff to maintain a healthy work-life balance and supports family friendly and agile working. Staff also have access to clubs and leisure activities which are also open to Open University staff and there is a great community on the campus.

There will also be occasional evening and weekend commitments by prior notice and arrangement to accommodate discussions with our student volunteers who are geographically dispersed and have their own work and life commitments outside of their study and voluntary capacities. This will include attendance at Central Executive Committee weekends, sub-committees of the Board of Trustees and our biennial Conference (next one due to take place in June 2020). These are recompensed through a system of time off in lieu and minor payments.

| Probation |
The appointment will be subject to a probationary period of six months prior to confirmation of appointment.

| Salary |
This role is on the Grade 8 salary scale £39,992 - £47,722 per annum. It is our usual practice to appoint at the lowest point of the scale to enable progression, but we will of course consider the circumstances and current salary of the successful candidate when making an offer. The post-holder will be entitled to an automatic increment on 1 October 2019 and each year on the same date thereafter until they reach the top of the scale.

| Annual Leave |
The OU Students Association annual leave period runs in line with our financial year from 1 August to 31 July. The annual entitlement is 33 working days, in addition to public holidays and days on which the campus is closed (which generally includes three days at Christmas in addition to the bank holidays).

| Development Opportunities |
The OU Students Association is committed to developing its staff and provides appropriate training and networking opportunities. OU Students Association staff are able to study Open University modules and qualifications for free. We are members of the National Council of Voluntary Organisations (NCVO) and Charity Finance Group (CFG) and encourage our staff to make use of their conferences, resources, training and events.

| Staff structure |
Our current staff structure chart is provided at the rear of this pack.
7. How to obtain more information

The details provided here are intended to be a comprehensive overview of the role and our organisation. However, there is also a considerable amount of information about the OU Students Association on our website: www.oustudents.com.

If you have a specific appropriate question that is not covered here and you wish to ask it before making an application then please contact us on OUSA-Jobs@open.ac.uk. Please note that CVs sent to this address will not be accepted.

8. The application process and where to send completed applications

Applications will only be accepted on the OU Students Association application form. CVs and/or applications on other forms will not be accepted.

The deadline for applications is Monday 3 September 2018 at 12pm (midday).

Please e-mail your application form to: OUSA-Jobs@open.ac.uk with the job title included in the subject line. You will receive an automated response to acknowledge receipt.

If you do not hear from us within 2 weeks of the closing date, you should assume that your application has been unsuccessful on this occasion.

9. Selection process and interview date

Stage 1: Candidates should use the descriptions above of the Role and the Person Specification to complete the Application form. Please note that the statement section of the application form should focus upon the knowledge and experience criteria. Applicants should use clear examples and evidence to support their statement. Applicants are not expected to explicitly cover in their application form all of the qualities and capabilities criteria in addition to knowledge and experience.

Please submit completed application forms via email to OUSA-Jobs@open.ac.uk. All applications will be reviewed by the short-listing panel on 7 September. We are unable to offer feedback to applicants who are not short-listed at this stage.

Stage 2: Short-listed candidates will be invited to a panel interview which will take place at our office in Milton Keynes on Friday 14 September 2018. The interview will include a practical exercise and further details of this will be sent to short-listed candidates. Applicants should note the date in their diaries and keep it available, as we will not be in a position to offer any alternative dates. We reserve the right to call candidates back for a second panel interview if deemed necessary.

PLEASE NOTE: THIS IS AN APPOINTMENT TO THE OU STUDENTS ASSOCIATION AND NOT THE OPEN UNIVERSITY.