# 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>14633</th>
</tr>
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</table>
| Job title:        | Careers and Employability Consultant  
                   Faculty of Arts and Social Sciences (FASS) |
| Reports to:       | Senior Careers and Employability Consultant |
| Salary:           | £32,548 - £38,883 |
| Terms and conditions: | Academic Related Staff |
| Grade             | Grade 7 |
| Duration of post: | Permanent |
| Working hours:    | Full time |
| Location:         | Milton Keynes |
| Closing date:     | **Midday on Friday 15 June 2018** |
| Type of application form accepted: | Long application form.  
In addition to a completed application form you must provide a covering letter outlining how you meet the criteria in the person specification. This is an important element of the application process. Please ensure that you provide relevant examples as evidence to support your statements. **CVs will not be accepted without an application form.** |
| Number of referees required: | 3 |
| Unit recruitment contact: | SS-STS-Recruitment@open.ac.uk |
2. Summary of duties

This is a specialist careers guidance role within Careers and Employability Services working with students across the whole student population. Each post will also link with a Student Recruitment and Support Centre in their individual location, as detailed in Section 5 of this document. The role has two key elements:

1. Making a significant contribution to the delivery and development of the University’s Careers and Employability Services with a focus on Careers Education, Information, Advice and Guidance (CEIAG) to promote student employability, retention, progression and satisfaction.

2. Direct delivery of CEIAG to students and graduates in individual complex cases through a variety of media and collectively to students via online forums and other electronic media.

Brief outline of job purpose

1. Significantly contribute to the development of the University’s Careers and Employability Services with a focus on CEIAG to promote student employability, career progression, retention, and satisfaction. This might be via involvement in or management of projects including online career management tools; communications to students and graduates; representation on University groups; and developing support within new and existing student support structures.

2. Directly deliver CEIAG through a variety of media to:
   - individual students or graduates in complex cases referred by other teams;
   - groups of students or graduates, primarily working in an online environment, e.g. moderating forums or via webinars and contribute to the development of CEIAG resources and communications.

3. Take a lead on careers and employability and development of networks and partnerships with a range of staff within the Student Recruitment and Support Centre (SRSC) for a specific location within Academic Services and with relevant Faculty staff connected to this.

4. Contribute to the design and delivery of staff development for staff across the Student Support Team, Associate Lecturers (ALs), other academic staff and other role holders as appropriate, in relation to CEIAG, employability and improving retention.

5. Share responsibility for the quality of services by applying matrix principles and contributing to development of Quality Standards and improving quality in Careers and Employability Services.

6. Take active responsibility for own professional development and be proactive in engaging in relevant training in consultation with line manager.

Key Tasks

1. Work mainly in a networked service to provide CEIAG to students and/or graduates to identify and support career goals in relation to module and qualification based study options; handle complex queries by e-mail, online via Skype and also telephone.

2. Provide pro-active professional CEIAG to students or graduates identified as likely to benefit from careers interventions. In exceptional cases to be the named contact for individual students with high levels of need.

3. Delivery of CEIAG will be via an increasing range of online media and the post holder will be expected to develop their skills as required. There will be a focus on communicating with students using social media tools such as LinkedIn, Twitter and Facebook. In addition software such as online forums and webinars will be used, plus other tools as appropriate.

4. Develop expertise and knowledge related to the subjects and careers linked to the specific SRSC for the location to provide an expert point of referral on careers and employability issues. Facilitate communication between SRSC and faculty staff (including ALs).

5. Apply the principles of the matrix quality standards and maintain up-to-date knowledge of institutional policy, regulations and professional standards.

6. Through local, institutional and external groups, contribute to the development of OU policy on the provision of careers and employability services.
7. Contribute to staff induction, staff development and training on careers and employability issues within Academic Services and other departments within the university.

8. Monitor, evaluate and deliver services and implement procedures to assure the continuous quality and improvement of careers and employability services to students and graduates.

9. Contribute to the design, development and evaluation of online and written information, materials and systems to meet careers and employability educational and/or operational needs.

10. Undertake research to inform retention, progression and developmental work of Careers and Employability Services in partnership with relevant colleagues and external organisations.

11. Liaise and collaborate with external employer organisations and professional bodies to maintain and develop links with the labour market to inform delivery of services.

12. Other duties as required by Careers and Employability Services.

All staff are expected:

- To comply with the University’s Health and Safety and Equal Opportunities policies in the performance of your duties.
- To take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with The Open University in ensuring as far as is necessary, that Statutory Requirements, Codes of Practice, University Policies and Departmental Health and Safety arrangements are complied with.
- To demonstrate a strong commitment to the principles and practice of equality and diversity.

3. Person specification

Requirements (E = Essential/ D = Desirable)

Education, qualifications and training

- A degree or equivalent qualification (E)
- A relevant professional careers qualification and evidence of training and continuing professional development in the CEIAG field (E)

Knowledge, work and other relevant experience

Essential:

- Proven experience of providing CEIAG to a range of diverse groups of students (including those with a disability) in adult, further or higher education.
- Proven knowledge, experience and confidence in delivering CEIAG online using a variety of technologies including website delivery, forums and social media.
- An understanding of the needs of adult or distance learners within the context of part-time open learning.
- Understanding of the issues affecting student retention and progression in the context of part-time open learning.
- Knowledge of and commitment to equal opportunities and diversity.
• Awareness of the external environment and government policies relating to employability as they might impact on the University.

Desirable:
• Experience of delivering careers guidance in a higher education setting.
• An understanding of the graduate job market.

Personal abilities and qualities

Essential:
• CEIAG skills developed to support students’ autonomy and decision making, using techniques in negotiating, enabling, advocating and challenging.
• Highly developed oral and written communication skills to convey complex information to a range of audiences.
• High level interpersonal skills including liaison, networking, negotiation and team working.
• Ability to work within and across location based and virtual teams.
• Ability to deliver training to a wide range of staff.
• Confident computer skills sufficient to use IT systems effectively and to deliver guidance in an electronic world.
• Good planning and organisational skills including the ability to work autonomously and manage high volumes of work.
• The ability to analyse and develop data, processes, roles and responsibilities to improve services and respond to change.
• Motivation and commitment to the continuous improvement and development of Careers and Employability Services.
• Commitment to own personal development and a willingness to keep up to date with developments in CEIAG.
• High levels of initiative and a willingness to take ownership of issues and resolve them.
• Ability to think creatively to resolve complex problems.
• A flexible and positive attitude to change.
• Ability to keep calm and maintain a sense of perspective when dealing with challenging clients.
• A sound understanding of and a commitment to equal opportunities and diversity.

Desirable:
• An interest in the use of social media to engage students in careers and employability development activities.

4. Role specific requirements e.g. Shift working

• You will occasionally be required to work in the evening or at weekends.
• You will work in an open plan office environment where many people may be talking on the telephone at the same time.
• You will need to wear a headset to work effectively on the telephone and for computer mediated conference facilities.
5. About the unit/department

ACADEMIC SERVICES

The most crucial interactions and relationships with registered students are managed through Academic Services, working in collaboration with colleagues in the University, and in particular those in central academic units.

Academic Services employs approximately 900 staff and is led by the Director of Academic Services who reports to the University Secretary and is organised as follows:

Five units based at Walton Hall, Milton Keynes, Manchester and Nottingham

- Assessment, Credit and Qualifications
- Student Recruitment and Fees
- Access, Careers and Teaching Support
- Student Support
- Office of Director, Academic Services

Along with three National Centres based in Scotland, Wales, Ireland.

ACCESS, CAREERS AND TEACHING SUPPORT (ACTS)

Access, Careers and Teaching Support sub-unit is led by David Knight, Director and comprises the following teams:

- Associate Lecturer Services
- Associate Lecturer Support and Professional Development
- Careers and Employability Services
- Widening Access and Success Services

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
- 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 will be 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 and Nottingham, 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 to promote 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.

Careers and employability 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 Beverley Mason on telephone number 01908 858962 or email: beverley.mason@open.ac.uk

If you have any questions regarding the application process please email: SS-STS-Recruitment@open.ac.uk

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>Midday on Friday 15 June 2018</th>
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<tbody>
<tr>
<td>Post it to:</td>
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<tr>
<td>Name/Job title:</td>
<td>Staffing and Recruitment Support Assistant</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Academic Services (ACTS and Student Support)</td>
</tr>
<tr>
<td>Address:</td>
<td>The Open University</td>
</tr>
<tr>
<td></td>
<td>Hammerwood Gate (Frank Henshaw Building)</td>
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<tr>
<td></td>
<td>Kents Hill</td>
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<tr>
<td></td>
<td>Milton Keynes</td>
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<tr>
<td>Post Code:</td>
<td>MK7 6BY</td>
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8. Selection process and date of interview

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<tr>
<th>The interview panel will be chaired by:</th>
<th>Beverley Mason (Senior Careers and Employability Consultant)</th>
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| The other members of the interview panel will be: | Ellen Cocking (Head of Service Delivery)  
Jackie Pickles (Senior Careers and Employability Consultant) |
| The interviews will take place on: | Thursday 5 July 2018 |
| The selection process for this post will include: | Further details will be sent to shortlisted candidates. |

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.

If you do not hear from us by Thursday 28 June 2018 you should assume that you have not been shortlisted for interview but we do thank you for your interest.

Applications received after the closing date will not be accepted.