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>15129</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Senior Manager, Student Support (IAG)</td>
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<tr>
<td>Reports to:</td>
<td>Head of Student Support, Academic Services</td>
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<tr>
<td>Salary:</td>
<td>£40,792 to £48,677</td>
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<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
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<tr>
<td>Grade</td>
<td>8</td>
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<tr>
<td>Duration of post:</td>
<td>Temporary contract for 12 months</td>
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<tr>
<td>Working hours:</td>
<td>Full Time</td>
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<tr>
<td>Location:</td>
<td>Manchester</td>
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<tr>
<td>Closing date:</td>
<td>12:00 noon on 4 October 2018</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Standard application form and covering letter. <strong>Covering letter needs to be up to 1000 words on how you meet the person specification in the Job Description and what you see as the most exciting and challenging aspect of the work and why.</strong></td>
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<tr>
<td>Number of referees required:</td>
<td>Three</td>
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</table>
| Unit recruitment contact: | Dawn Johnson  
R08-Recruitment@open.ac.uk |
2. Summary of duties

The role holder will work within the STEMA Student Recruitment and Support Centres (SRSC), and will provide leadership and specialist guidance within student support teams to help students and prospective students to make study choices leading to successful progression, qualification completion and customer satisfaction. The role has the following key elements:

1. To lead and performance manage a team of Educational Advisors specialising in curriculum appropriate guidance relating to the individual SSTs of Science, Computing & Communication, Engineering & Innovation, Maths & Stats, and Access Faculties, providing direction, coaching, training and support.

2. To develop the Guidance service within the SRSC, in collaboration with academic staff and their affiliated Faculty/CAU senior management, as part of the Information, Advice and Guidance (IAG) model, to promote student retention, progression and satisfaction, ensuring IAG skills and knowledge are up to date for all SRSC staff within each SST specialism, using IAG to optimise student experience.

3. To work with the Senior Management Team across the SRSCs to ensure an integrated approach to embedding best practice and consistent ways of working for delivery of curriculum-appropriate recruitment and support for students; ensuring a positive team culture and an integrated approach to operational delivery of curriculum appropriate recruitment and support for students, with particular focus on the effectiveness of support for their affiliated Faculty, and as appropriate another CAU.

4. To act as the nominated deputy for the Head of Student Support to provide leadership on behalf of the SRSC for the relationship with named SSTs, in order to develop Academic Services, SRSC, team and personal expertise and knowledge related to those SSTs to provide the expert point of referral.

Main Responsibilities

1. Membership of the Senior Management Team, supporting the Head of Student Support and working closely with other Managers to ensure effective running of the Student Support Service, IAG and other support activities to agreed service standards.

2. Leadership and performance management of a team of Educational Advisors. Provision of operational and guidance direction, coaching, training and support for their particular SST:
   - Ensuring that all staff are recruited, trained, performance managed and developed in line with guidelines and supported and developed to help them fulfil their potential.
   - Communicating with individuals and with team to share information and direction, and to maximise productivity levels and quality standards.
   - Oversee rotas as part of a workforce management system to ensure that all activity is dealt with promptly and effectively and within agreed service levels.
   - Develop, deliver and embed consistent operational, process and IAG changes to service improvements.
   - Ensure fluctuations in student demand and other workload are anticipated and responded to and work with the Resource Planning Team to undertake demand and capacity management.
   - Lead contingency planning for their teams, including peak planning and delivery.

3. Acting as the nominated deputy of the Head of Student Support to lead the service delivery related to one SST specific curriculum as well as more broadly across the associated Faculty/CAU:
   - Develop Academic Services, SRSC, Team and personal expertise and knowledge related to their named SST to provide the expert point of referral.
   - Contribute to relevant practitioner and working groups established to promote informed, efficient,
effective and consistent support services to students and prospective students of that SST to enable them to make successful study choices, leading to study progression, qualification completion and customer satisfaction.

4. Work closely with relevant CAU staff as well as the Head of Student Support and other Managers across the SRSC to provide IAG and educational support to ensure a seamless student experience and provide excellent service to students and prospective students to enable them to make good study choices and to adopt successful behaviours:

   - Ensuring that all Guidance is appropriate, relevant and timely and delivered in line with professional and institutional standards.
   - Working co-operatively across institutional boundaries, so that both student support and customer service standards are achieved in as seamless a way as possible.
   - Actively monitor performance and quality, to ensure agreed service standards, performance targets and operating procedures are met and exceeded.
   - Supporting the regular evaluation and development of these standards for students of their affiliated Faculty/CAU.
   - Exercise judgement in dealing with complex issues such as complaint resolution, fitness to study and exception decision making, interpreting and applying University procedures and guidelines to resolve individual student’s problems.

5. To proactively support the Head of Student Support in the development and continuous improvement of good internal and inter team working and service provision:

   - Attending and actively participating in team meetings and developmental activities.
   - Deputise for the Head of Student Support as required.
   - Explore and develop service improvements and enhancements with relevant CAU staff.
   - Contributing to business improvement ideas and initiatives, making recommendations to Senior Management as appropriate.
   - Ensure staff in the team are inducted and actively support and development all team members.
   - Undertaking other activities as directed by Senior Management.

6. To continually develop skills and knowledge to maintain and improve personal performance, in the spirit of continuous improvement and to adopt correct and evolving business practices and procedures:

   - Undertaking with Head of Student Support to understand personal performance and areas for development.
   - Providing feedback to contribute to colleagues’ performance development.
   - Accepting feedback from colleagues to improve personal skills and knowledge.
5. Person specification

Requirements  (E = Essential/ D = Desirable)

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<tr>
<th>Education, qualifications and training</th>
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<tr>
<td><strong>Essential</strong></td>
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<tr>
<td>- First Degree (or equivalent).</td>
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<td>- NVQ Level 4 qualification in advice and guidance, or substantial equivalent experience.</td>
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<td><strong>Desirable</strong></td>
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<td>Relevant postgraduate qualification.</td>
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<tr>
<th>Knowledge, work and other relevant experience</th>
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<td><strong>Essential:</strong></td>
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<td>- Considerable experience of providing IAG, or managing the provision of IAG, to diverse groups of customers, ideally to students in adult, further or higher education.</td>
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<td>- Significant experience of leading and managing teams providing customer/student services to meet recognised standards.</td>
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<td>- Experience of leading, performance managing and coaching staff including those on professional grades in terms of motivation, commitment, performance and development.</td>
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<td>- Experience in the recruitment and selection of staff, and delivering staff development.</td>
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<td>- A proven commitment to quality and continuous improvement.</td>
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<td><strong>Desirable:</strong></td>
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<td>- Experience of linking organisational objectives with functional and operational planning in order to create an integrated strategy, identifying and exploiting opportunities for integration and coherence.</td>
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<td>- Demonstrable experience of managing effectively across multiple services and channels, including workload planning and workforce management within a customer focussed, contact centre environment.</td>
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<td>- Experience of deputising for senior colleagues.</td>
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<td>- Experience of working in a networked team and of undertaking a management role.</td>
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<td>- Experience of working with distance learners.</td>
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<thead>
<tr>
<th>Skills, Capabilities and Abilities</th>
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<td><strong>Essential:</strong></td>
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<td>- Highly developed interpersonal skills accompanied by excellent communication and presentation skills, with the ability to influence, establish credibility and assert authority.</td>
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<td>- Significant experience of leading a team with particular emphasis on motivating staff to set and achieve high performance standards.</td>
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<td>- Managing, train and develop staff within the University’s Valued Ways of Working and performance management framework.</td>
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<td>- Able to plan and organise workloads to ensure that objectives are met within resource constraints.</td>
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- Ability to work under pressure to meet deadlines and achieve targets.
- An understanding of Equal Opportunities issues and a commitment to equal opportunities and diversity.
- Proven ability to resolve problems with expediency, intelligence and sensitivity.
- Excellent time-management skills using a range of strategies to ensure that work is carried out effectively and efficiently.
- Good numerical skills and ability to interpret complex management information.
- Confident and proficient user of IT – particularly MS Word, Excel, Outlook, including custom built databases and the internet – and ability to pick up new systems quickly.
- Experience in driving systems change from a business users perspective.
- A proven commitment to continuous professional development.
- Commitment to excellent customer service and continuous improvement.

**Desirable:**
- Ability to adapt interpersonal styles to suit different people or situations.
- Understanding of business continuity planning and management.
- Understanding of the higher education sector and the place of part-time, distance learning within it.
- Commitment and role model for University’s policy on Valued Ways of Working.
- The ability to build effective, genuine and open long-term relationships with external and internal stakeholders, working co-operatively across institutional boundaries, in order to improve both academic and customer service standards.

**Additional Requirements**

**Essential**
- Takes action when appropriate, to seek and deliver solutions to problems as they arise.
- Recognises personal impact on others and maintains a professional manner at all times.

### 6. Role specific requirements e.g. Shift working

The role holder will be required to work to an agreed pattern, between the hours of 8.00am - 8.00pm Monday to Friday and Saturdays 9.00am to 5.00pm, as directed by business demands.

Please note that leave in the busy peak periods is severely restricted. Current peak periods are August, September, October and January.

Role holder may be required to attend meetings/events at various venues across the UK for business, training and evaluation purposes.
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.

Student Support

The unit offers strategic and operational leadership in supporting OU students. The unit is responsible for the delivery of frontline services to students along with the ‘back office’ functions required to ensure that student support is delivered in an efficient and timely manner that meets appropriate quality standards. Led by Pat Atkins, Director the unit is organised as follows.

There are four, Faculty-aligned SRSCs (Student Recruitment and Support Centres)

SRSC (STEMA) based in Manchester, supporting the Science, Technology, Engineering, Maths and Access (STEMA) faculty

SRSC (WELS) based in Nottingham, supporting the Wellbeing, Education and Language Studies (WELS) faculty

SRSC (FASS) based in Milton Keynes, supporting the Faculty of Arts and Social Science (FASS)

SRSC (FBL) based in Milton Keynes, supporting the Faculty of Business and Law (FBL)

The SRSC operation is supported by the SST (Student Support Team) Hub and Planning and Resources Team both based in Milton Keynes.

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 Annette Hughes, Senior Manager Student Support (IAG) by email: annette.hughes@open.ac.uk.

If you have any questions regarding the application process please contact Dawn Johnson on (0)161 998 7272 or email: R08-Recruitment@open.ac.uk.
7. The application process and where to send completed applications

Please ensure that your application reaches the University by: 12:00 noon on 4 October 2018

Post it to: Dawn Johnson

Name/Job title: Staffing & Management Support Advisor

Department/Unit: Academic Services

Address: The Open University
351 Altrincham Road
Sharston
Manchester

Post Code: M22 4UN

Or e-mail your application to: R08-Recruitment@open.ac.uk

8. Selection process and date of interview

The interview panel will be chaired by: Annette Hughes, Senior Manager Student Support Operations

The other members of the interview panel will be: Will be confirmed to shortlisted candidates

The interviews will take place on: 16 October 2018

The selection process for this post will include Pre-interview activity
Interview with Panel

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 11 October 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.