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>15407</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Director of Apprenticeships</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Director, Business Development Unit</td>
</tr>
<tr>
<td>Salary:</td>
<td>Highly Competitive</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>OUW</td>
</tr>
<tr>
<td>Grade</td>
<td>OUW</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12:00 noon on 27 November 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>OU short application form plus CV. All applications should be accompanied by a covering letter detailing how candidates fit the criteria in the person specification.</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Minimum two</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Diane Latimer</td>
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</tbody>
</table>
2. Summary of duties

The Director of Apprenticeships will be one of the key roles driving forward the successful delivery of the Open University’s (OU) apprenticeship strategy, which supports the OU’s income diversification efforts.

The post holder will be leading on the development and implementation of an institutional plan for apprenticeship operational model, which delivers a high-quality learner and employer journey, ensures the alignment of both the commercial and the academic priorities, and supports the projected growth of the apprenticeships business line.

The post holder will play a key leadership role in directing the apprenticeship change programme to ensure that it provides a strategic input into the Core Systems Replacement workstream, is aligned to the OU’s strategic priorities, and delivers apprenticeship functionality required to support the implementation of the OU’s apprenticeship strategy at scale. The apprenticeship change programme will need to be integrated into the business-as-usual (BAU) operations in the next year or so, ensuring that processes, systems, technology and products are in place to support the OU’s long-term strategy, whilst delivering apprenticeship operations within existing systems and processes to meet annual apprenticeship targets.

The Director of Apprenticeships will leverage their experience of both the academic and commercial areas of higher education and will proactively build sustainable strategic relationships within the OU, ensuring stakeholder buy-in and cultivating a shared understanding of and an institutional vision for the OU’s apprenticeship strategy. As part of these efforts, the post holder will be working closely with the OU’s commercial and academic teams, special interest groups and formal governance committees.

The successful candidate will help define the OU’s future strategy for apprenticeships, linking it to institutional priorities and aligning it with the emerging market and policy developments. The post holder will identify innovative operational solutions to support the delivery of the OU’s apprenticeship growth aspirations.

Reporting to the Commercial Director of BDU, the Apprenticeships Director will be a key part of the BDU’s leadership team, based in a dynamic and customer-orientated unit that delivers training and education solutions to businesses locally, nationally and internationally, and sits at the heart of the UK’s largest university.

Key responsibilities:

- To lead cross-functional teams to ensure the continuous apprenticeship delivery within established structures, processes and systems, whilst articulating the University’s vision and strategy for scaling up the apprenticeships business, including the development of appropriate long-term operational solutions.

- To ensure that the apprenticeship change programme requirements are fed into other institution-wide change programmes, in particular the Core Systems Replacement workstream, and that it delivers apprenticeship functionality to support the OU’s growth ambitions for apprenticeships. A key part of this work will be integrating the programme into the BAU activities, whilst ensuring the continuous delivery against targets with minimum disruption to business operations.

- To continuously assess and evolve the apprenticeship programme delivery systems and business processes to drive efficiencies and continual improvement of our offer to internal and external stakeholders. This includes resolving complex operational delivery issues raised by internal or external stakeholders and developing innovative solutions taking in consideration the OU’s strategic priorities and internal capabilities as well as external market developments.

- To direct the Apprenticeship Operational Delivery Team (AODT) ensuring the provision of a high-quality service to internal and external stakeholders, and the wider alignment to the BDU and OU business services, processes and strategies. As a key member of the BDU’s leadership team, to contribute to the Unit’s overarching objectives with the provision of key insights on the AODT’s operational performance.

- To lead on the ongoing engagement and collaboration between BDU, Faculties and other units to help deliver BDU’s strategic and operational objectives. This includes ensuring BDU engagement in the development of the academic model for apprenticeships to support the development of products that are of high quality, meet customer needs and are commercially viable.
• Where appropriate, challenge the internal thinking and working practices of the BDU, Faculties and other units, providing subject matter expertise, knowledge and insights to deliver high quality learner and employer journey.

• Represent the Director of BDU in internal committees and working groups as appropriate to the post’s remit and responsibilities.

• Work closely with Apprenticeship policy colleagues, GEA, the Apprenticeships Ambassador and the Director of BDU to identify and deliver strategic solutions in response to new and developing policy proposals and other external factors, assessing and articulating their relevance to the OU’s apprenticeship strategy and any potential impact on the OU’s existing and future apprenticeship propositions.

• Effectively share any internal and external insights within the OU, informing, linking and engaging internal stakeholders as appropriate to enable the development of appropriate processes and solutions for apprenticeships. Cultivate a shared understanding and vision for apprenticeships, ensuring stakeholder buy-in for the OU’s apprenticeships strategy.

• Work flexibly and creatively to support the University in the increasingly complex and rapidly changing apprenticeship sector, sharing good practice across the institution and developing effective strategic initiatives.

3. Person specification

**Requirements  (E = Essential/ D = Desirable)**

**Education, qualifications and training**

**Essential:**
A degree at 2.1 or higher, or equivalent training or work experience.
Highly proficient in Microsoft Office software (in particular Word, Excel and Power Point).

**Desirable**
Project Management qualification (such as Prince 2 or APM qualification) or relevant training or work experience.

**Knowledge, work and other relevant experience**

**Essential:**
• Experience of directing complex delivery programmes and multiple teams.
• Experience of managing staff through organisational change, in particular within a challenging, target driven work environment.
• Experience in the evaluation of performance against business objectives and, where necessary, the implementation of development plans for improvements.
• Previously held a senior role within a higher education or apprenticeship sector and will have work experience within both the academic and the commercial context.
• Strong and demonstrable experience in developing relationships and gaining buy-in with senior stakeholders (both internal and external), with evidence of leading with gravitas.
• Evidence of delivery of high quality output whilst working in a dynamic environment with shifting strategic priorities and competing deadlines.
- Experience of working in both commercial and academic areas within the Higher Education sector.
- Experience of implementing business decisions and processes within a large governance-based organisation.
- In-depth knowledge of both the HE and apprenticeships policy, funding and environment.

**Desirable**

- Experience of working with the Quality Assurance Agency.
- Current knowledge of ESFA funding, the apprenticeship levy and audit requirements as well as a thorough understanding of the new apprenticeship standards.
- Experience of quality assurance, quality inspections and SFA compliance.

**Personal abilities and qualities**

**Essential:**

- Evidence of excellent communication and presentation with the ability to clearly, confidently and professionally communicate complex and sensitive information.
- Evidence of strong interpersonal skills and ability to establish and sustain relationships with key internal and external stakeholders at all levels, understanding their needs and perspectives.
- Evidence of effective influencing and negotiation skills with impact and gravitas at all levels.
- Ability to set priorities, exercise judgement and implement strategies once developed.
- Strong communication skills: able to influence, negotiate and secure solutions across inter-organisational boundaries.
- Flexibility and an innovative capacity and willingness to work with new solutions as they evolve.
- Ability to work as a member of a number of teams and independently, adopting appropriate roles within each team.
- Proven ability to understand the broader context of policy and market developments, to assess any potential implications and develop and implement appropriate solutions and strategies in response to the emerging challenges.
- Demonstrates a solutions-focused, flexible, proactive and innovative approach to external and internal challenges.
- A collaborative team player who is goal-orientated and able to work autonomously, taking personal responsibility and ownership of achieving objectives whilst effectively serving the wider business.
- Proven people leadership and development skills, in particular the ability to lead cross functional teams and inspire high performance from colleagues.
- Demonstrates an understanding of cultural, professional and other differences and actively encourages contributions from others.
- Demonstrates capacity for leading projects – formal qualifications are not essential, but candidates should be able to demonstrate excellent project management skills or experience.
• Willingness to undertake any other duties which may reasonably be required.

4. Role specific requirements e.g. Shift working

The successful applicant may be subject to pre-employment checks.

5. About the unit/department

Open University Worldwide

It is essential that The Open University (OU) continues to become less dependent on government funding. To do this, the University needs to grow and diversify alternative income streams which contribute to the financial sustainability and supports core teaching, learning and research activities.

Competition for students, staff and funding is intense and global, and students’ expectations have risen sharply as learners increasingly view themselves as ‘consumers’ of education. The demand for top class facilities and services is growing, as are expectations for flexible learning patterns and qualifications that will really make a difference to careers.

The Open University has developed ambitious plans to grow associated revenues through its commercial entity, Open University Worldwide (OUW). OUW is a part of the Business Development Unit (BDU).

This is an exciting time to join the OU in a dynamic team within a commercially focused Unit, and to contribute to the University’s commercial success.

The Business Development Unit

The aim of the Business Development Unit is to support the Open University’s income diversification strategy. The Unit is committed to the delivery of innovative and profitable learning solutions, for students, businesses and partners in the UK and global markets.

The BDU is working to construct and implement the overall business development strategy for the OU both in the UK and internationally. This activity includes improved partnerships and business development efforts in faculties and in the nations and regions.

The Unit has two core activity streams:

• To deliver sustainable net revenue streams for the OU through developing existing partnerships and through developing business in new markets.

• To be a customer-focused business, generating significant growth of revenue. The rate of growth will be governed by the BDU’s Unit Plan, which will set achievable targets for increasing both income and profitability.

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 David Willett on email: david.willett@open.ac.uk

If you have any questions regarding the application process, please contact TBC on email: bdu-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>12:00 noon on 27 November 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>Diane Latimer</td>
</tr>
<tr>
<td>Job title:</td>
<td>Staffing &amp; Resources Coordinator</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Open University Worldwide</td>
</tr>
<tr>
<td>Address:</td>
<td>Business Development Unit</td>
</tr>
<tr>
<td></td>
<td>1st Floor, East Perry Building</td>
</tr>
<tr>
<td></td>
<td>Walton Hall</td>
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<tr>
<td></td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6AA</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:bdu-recruitment@open.ac.uk">bdu-recruitment@open.ac.uk</a></td>
</tr>
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8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>David Willett, Director BDU</th>
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</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>Sharon Ding, Director Academic Engagement</td>
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<tr>
<td>The interviews will take place on:</td>
<td>5 December 2018</td>
</tr>
<tr>
<td>The selection process for this post will include:</td>
<td>Interview only</td>
</tr>
</tbody>
</table>

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. Applications received after the closing date will not be accepted.