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>13976</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Educational Advisor</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Manager, Student Recruitment &amp; Support</td>
</tr>
<tr>
<td>Salary:</td>
<td>£32,548 to £38,833 pro rata per annum</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
</tr>
<tr>
<td>Grade</td>
<td>7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37hrs per week</td>
</tr>
<tr>
<td>Location:</td>
<td>The Open University in Wales, Cardiff</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12.00 noon 19 October 2017</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Standard application form</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:Wales-Recruitment@open.ac.uk">Wales-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

This is a specialist guidance role working flexibly to support Open University in Wales students in liaison with curriculum based Student Support Teams (SSTs) located in four Student Recruitment and Support Centres across England and in their equivalents in the nations.

The role has two key elements:

1. Making a significant contribution to the delivery and development of the University’s Recruitment and Support Service (SRSC) with a focus on Information, Advice and Guidance (IAG) to promote student retention, progression and satisfaction.

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

The role is located within the Student Recruitment and Support Centre at the Open University in Wales.

Brief outline of job purpose (include scope, objectives)

1.1 Direct delivery of IAG through a variety of media to:
Individual enquirers and/or students in complex cases referred by other teams;
Groups of enquirers and/or students, primarily working in an online environment, e.g. moderating forums.
Developing IAG resources and communications

1.2 Contribute to the development of the University’s Student Recruitment and Support Service with a focus on IAG to promote student retention, progression and satisfaction; through, for example, involvement in or management of projects; representation on University groups; and developing support within new and existing student support structures

1.3 Leadership of areas of special responsibility e.g. relating to a particular student group (such as disabled students), a particular curriculum area, or a particular University policy or process

1.4 Contribute to the design and delivery of training and development for SRSC staff, Associate Lecturers (ALs), other academic staff and other role holders as appropriate, in relation to IAG, student support and improving retention and progression.

1.5 Sharing responsibility for the quality of services by applying matrix principles and contributing to development of Quality Standards and improving quality in the Learner Support Service.

2. Key tasks

2.1 Provide proactive and reactive guidance and complex educational support, through a number of channels including telephone, email, webchat, online forum and social media, to students and potential students to enable them to make appropriate decisions about their studies, both in relation to their own needs and the Open University’s policies.

2.2 Assess queries and ensure that other specialist support needs are identified and addressed, referring on where appropriate.

2.3 Act as the point of escalation, including via hot transfers and pre-booked appointments, for students and potential students requiring guidance and complex support, using judgement and professional expertise.

2.4 Develop expertise in relation to particular areas of Open University curriculum area, policy and/or processes, contributing to the development of other staff and acting as a point of referral where necessary.
2.5 Act as a key liaison point between the Open University in Wales and one or more curriculum based Student Support Teams to ensure that all staff are aware of key information in relation to Wales based students and vice-versa.

2.6 Act as a champion, local knowledge expert and relationship contact point for appropriate specialist/centralised areas e.g. for disabled students.

2.7 Monitor, evaluate and deliver services and implement procedures to assure the continuous quality and improvement of services to enquirers and/or students applying the principles of the matrix quality standard.

2.8 Accurately record and maintain student and enquirer details and discussions on university systems and databases.

2.9 Contribute to the development of the University’s Student Recruitment and Support Service with a focus on IAG to promote student retention, progression and satisfaction through, for example representation on university groups or involvement in specific projects.

2.10 Deliver training to ALs (the University’s part-time academic tutors) and to other academic staff relating to the role of guidance and generic support to students including on legislation, policies and procedures.

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

2.12 To continually develop skills and knowledge to maintain and improve personal performance, adopting evolving business practices and procedures.

2.13 Liaise and collaborate with internal staff or external partners e.g. those working in widening access or employer engagement to meet the wider HE agenda in Wales.
### 3. Person specification

#### Education, qualifications and training

<table>
<thead>
<tr>
<th>Essential:</th>
<th>A degree and/or appropriate professional qualification, or equivalent skills and experience.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desirable:</td>
<td>NVQ 4 in Guidance&lt;br&gt;Willingness to work towards a professional qualification in guidance where none is held.</td>
</tr>
<tr>
<td>Desirable:</td>
<td>A relevant professional qualification and/or evidence of training and continuing professional development in the IAG field.</td>
</tr>
</tbody>
</table>

#### Knowledge, work and other relevant experience

| Essential: | A minimum of two years’ experience of providing IAG to a range of diverse groups of students (including those with a disability) in adult, further or higher education. |
| Essential: | An understanding of the needs of adults or distance learners within the context of part-time open learning. |
| Essential: | Understanding of the issues affecting student retention and progression in the context of part-time open learning. |
| Essential: | Knowledge of and commitment to equal opportunities and diversity. |
| Essential: | Awareness of the external environment and government policies as they might impact on the University. |
| Essential: | Advice and guidance skills developed to support students’ autonomy and decision making, using techniques in negotiating, enabling, advocating and challenging. |
| Essential: | Highly developed oral and written communication skills to convey complex information to a range of audiences. |
| Essential: | High level interpersonal skills including liaison, networking, negotiation and team working. |
| Essential: | Ability to work within and across location based and virtual teams. |
| Essential: | Ability to deliver training to a wide range of staff. |
| Essential: | Confident computer skills sufficient to use IT systems effectively and to deliver guidance in an electronic world. |
| Essential: | Good planning and organisational skills including the ability to work autonomously and manage high volumes of work. |
| Essential: | The ability to analyse and develop data, processes, roles and responsibilities to improve services and respond to change. |
## Personal abilities and qualities

**Essential:** Motivation and commitment to the continuous improvement and development of the service.

**Essential:** Commitment to own personal development and a willingness to keep up to date with developments in IAG

**Essential:** High levels of initiative and a willingness to take ownership of issues and resolve them.

**Essential:** Ability to think creatively to resolve complex problems.

**Essential:** A flexible and positive attitude to change.

**Essential:** Ability to keep calm and maintain a sense of perspective when dealing with challenging clients.

**Essential:** Ability to work in an open plan office environment where many people may be talking on the telephone at the same time.

**Essential:** Headsets are required to work effectively on the telephone and for computer mediated conference facilities.

**Essential:** Be flexible in approach and willing to work occasional weekends and / or evenings as required.

**Essential:** A sound understanding of, as well as commitment to, Equal Opportunities practice.

**Desirable:** The ability to communicate fluently, both orally and in writing through the medium of Welsh.

## Special working conditions e.g. shift working

**Essential:** Willingness to undertake occasional out of hours working and when required to travel to other locations.

## Additional requirements

**Essential:** A sound understanding of and a commitment to equal opportunities and diversity.

**Essential:** A clear understanding of the legal and cultural status of the Welsh Language in Wales.

**Desirable:** The ability to communicate through the medium of Welsh, or a willingness to undertake Welsh language tuition.

**N.B.** 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, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.

All staff are expected:

- To comply with the University’s Health and Safety and Equal Opportunities policies in the performance of their duties.
To take reasonable care of the Health and Safety of themselves and that of any other person who may be affected by their 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.

4. Role specific requirements e.g. Shift working

Willingness to undertake occasional out of hours working, with overtime pay or time off in lieu as appropriate.

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 academic units. More than 900 staff are employed by the unit at or through:

- Four central sub-units based at Walton Hall, Milton Keynes
- Three National Centres based in Scotland, Wales, Ireland
- Four Student Recruitment and Support Centres located in various locations across England.

Led by the Director, Academic Services, the unit is divided into four functional areas as follows:

- Access, Careers and Teaching Support
- Assessment, Credit and Qualifications
- Student Support
- Office of Director, Students

ACCESS, CAREERS AND TEACHING SUPPORT (ACTS)

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

- AL Services
- AL Support and Professional Development
- Careers and Employability
- Widening Access and Success Services

AL SERVICES

The AL Services team is a UK-wide team of staff based at Walton Hall and in the 12 regional and national centres. The team, working in liaison with faculty colleagues in regions and nations, is responsible for the recruitment, appointment and employment of the University’s 6,500 Associate Lecturers teaching students on over 400 modules.
VENUE MANAGEMENT TEAM

The Venue Management Team (VMT) is a centralised service based at the OU in Wales in Cardiff. The team is part of Access, Careers and Teaching Support sub-unit of Academic Services.

The VMT has responsibility for the procurement, booking, organisation, quality and financial management related to external venues which are hired for events supporting learning and teaching.

THE OPEN UNIVERSITY IN WALES

The Open University in Wales is responsible for delivery of core services to students and enquirers right across the country. It is funded by the Higher Education Funding Council for Wales and serves approximately 7,500 students and 320 Associate Lecturers, and offers tutorials at locations across Wales.

Our Cardiff office is the base for 69 members of staff. The Open University in Wales is structured as follows:

- the Director for Wales and 3 Assistant Directors with overall responsibility for the management and oversight of the work of the Open University in Wales, including that delivered by faculty staff based in Wales;
- around 19 academic staff, managers and coordinators of Faculties and Schools – these report jointly to the Director, Wales and the Dean of their Faculty/School;
- 8 Student Services Managers working closely with faculty staff to ensure the successful delivery of services to students, enquirers and Associate Lecturers across all activities;
- 2 Widening Access Managers, 1 Employer Engagement Manager, 1 Corporate Development Manager, working closely with Directorate to enhance the Open University in Wales contribution to the widening access, employer engagement and collaborations agenda in Wales;
- 2 Policy and Public Affairs and 3 Marketing staff.
- Around 21 support staff, including Directorate Assistants, Associate Lecturer Services staff, and Support Services staff.
- As part of a major change initiative, the Cardiff office is also base for a UK wide Venue Management Team of 8, which is responsible for venue procurement and management activities for tutorials, examinations and ad hoc meetings in the UK and Continental Europe.

The Open University is committed to sustaining a powerful and visible presence in Wales, working closely with other educational providers and organisations to offer high quality part-time higher education opportunities via distance learning. The University has a Welsh Language Scheme and provides a bilingual service in its dealings with the public and its students. The University is committed to working with the Welsh Government and the Funding Council in meeting the economic, social and cultural needs of the Wales. This is an exciting time to join the University, as it works to develop further its work in the fields of widening access, employer engagement and partnership and collaboration activities, whilst providing a high quality learning experience for its students.

Staff are involved in planning and organising large-scale operations, using new technology to produce materials and information, and effective management of resources to produce and deliver services to schedule. All staff are concerned with the maintenance and improvement of our high standards of support to individual students and have a strong customer service ethos.

The Open University in Wales operates within a framework of policies and procedures laid down by the University’s senior management and committees.

The Open University in Wales is located at 18 Custom House Street, Cardiff. This is a five-minute walk from Cardiff Central train and bus stations. Given its city centre location there is no parking available but there are numerous car parks nearby.

For further information on Open University in Wales, and on the University, please see The Open University in
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 Wales-Recruitment@open.ac.uk, (02920 471 019) at the OU in Wales.

If you have any questions regarding the application process please contact Wales-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 19 October 2017 |
| Post it to: | |
| Name/Job title: | Alison Deering, Senior Support Services Assistant |
| Department/Unit: | The Open University in Wales |
| Address: | 18 Custom House Street |
| Post Code: | CF10 1AP |
| Or e-mail your application to: | Wales-Recruitment@open.ac.uk |

8. Selection process and date of interview

| The interview panel will be chaired by: | Ceri Wilcock - Senior Manager, Student Recruitment & Support |
| The other members of the interview panel will be: | Ruth Brooks - Senior Manager, Careers |
| | Roger Martin, Senior Manager IAG Quality & Development |
| The interviews will take place on: | Monday 13 November, 2017 |
| The selection process for this post will include | Interview and test |

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.