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>14119</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Internal Communications and Governance Manager</td>
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<tr>
<td>Reports to:</td>
<td>Senior Manager, External Engagement</td>
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<tr>
<td>Salary:</td>
<td>£32,548 to £38,833</td>
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<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
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<tr>
<td>Grade:</td>
<td>G7</td>
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<tr>
<td>Duration of post:</td>
<td>Fixed Term Contract until 28 February 2019</td>
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<tr>
<td>Working hours:</td>
<td>Full time</td>
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<tr>
<td>Location:</td>
<td>The successful candidate will be based at the Open University campus in Milton Keynes, UK</td>
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<td>Closing date:</td>
<td>21 November 2017</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Electronic short application form, CV and covering letter</td>
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<tr>
<td>Number of referees required:</td>
<td>Three</td>
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<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:fbl-recruitment@open.ac.uk">fbl-recruitment@open.ac.uk</a></td>
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2. Summary of duties

This is an exciting opportunity to play a key role in the Faculty of Business and Law (FBL) (comprising The Open University Business School and The Open University Law School) in achieving the faculty’s ambitious strategies for both schools. The role will lead and manage a range of cross-boundary projects, which are critical to the future success of the Schools.

Located within FBL, the post holder will spend a significant amount of time working with the other teams in the University and with academics across the Faculty’s programme areas, acting as a conduit for Faculty internal publicity, dissemination and governance, providing communications support to the Dean and supporting content development and creation in the Faculty.

Reporting to the Senior Manager, External Engagement the Manager will work closely with senior staff to support the Schools in shaping, developing, coordinating and implementing internal communications and external engagement activities. The post holder will play a key role in supporting the Business School’s International Advisory Board activities.

Early priorities for the post will be to further develop the Faculty’s internal engagement through delivery of a Content and Channel strategy, and to ensure our content/messages are consistent across the different channels.

MAIN PURPOSE

- To lead and coordinate Faculty internal engagement activities across the University, ensuring an optimal and consistent approach is taken to maximise the dissemination and impact of Faculty programmes and research
- To raise awareness of the Faculty’s offer with key internal audiences
- To provide communications support for the Dean, including briefing and presentation preparation and drafting activities to ensure he/she is well prepared for external and internal engagements
- To raise awareness with Associate Lecturers of the Faculty’s priorities
- To support the Dean and Associate Deans as FBL Ambassadors in engaging on, and communicating, the Faculty story
- To provide content development support to the wider team, ensuring our messages are expertly crafted and communicated, adhering to OU guidelines
- To be the lead for the governance structure in the Faculty, taking an overview of the committee structures, working to provide professional support for the Faculty committee, and overseeing the support for the International Advisory Board.

MAIN RESPONSIBILITIES

- To build and execute a comprehensive internal engagement plan:
  - Continued development of IC strategy and activity plan to support effective and efficient communication and engagement of the various internal stakeholder groups within the school and university.
  - Drafting of communications for the Dean and Faculty Executive team
  - Maintain and monitor channels of internal communication in the School including e-media and print media ensuring these channels are used for appropriate and high value messages
- To provide on-going support for the Dean in all communications activities
- To lead on governance in the Faculty, to co-ordinate the committee structure and timetables, and to respond to the University’s requirements for governance
- To coordinate the Faculty’s other main advisory bodies, including the International Advisory Board, including their composition and documentation
- To provide support for content creation for the Faculty’s key external messages, e.g. introductory paragraphs for the brochures, corporate content on the Faculty website.
• To provide editorial expertise and support to the external engagement team.
• To be an ambassador for the Faculty at internal and external events
• Maintain and enhance an events system to ensure the School has a strong and coordinated presence at all relevant internal events, and transparency of visits to and from stakeholders, with appropriate reporting and feedback mechanisms in place, particularly in relation to the International Advisory Board.

OTHER GENERAL RESPONSIBILITIES:
• Understands the strategic aims and priorities of the Faculty and can set clear goals to deliver both immediate short term objectives and longer term.
• Takes responsibility for planning and management of internal programme aims, ensuring appropriate resource, risks and mitigating actions are accounted for
• Undertake such other duties as may be required from time-to-time by the Senior Manager, External Engagement in support of FBL’s communication and publicity objectives

ORGANISATIONAL RELATIONSHIPS:
• The post holder will be based in the Faculty but will have a close working relationship with the Communications Unit and the offices of the Vice Chancellor. The post holder will also spend significant time working with colleagues across the units.
• The post holder will work with other individuals, teams and units across the University where required

3. Person specification

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<tr>
<th>Education, qualifications and training</th>
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<td>Essential:</td>
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<tr>
<td>• First degree or equivalent academic qualification or work experience at a similar level</td>
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<td>• Journalism/media/communications qualification or equivalent experience</td>
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<td>Desirable:</td>
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<tr>
<td>• Professional management qualification</td>
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<td>• Project management qualification</td>
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<tr>
<th>Knowledge, work and other relevant experience</th>
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<tr>
<td>Essential:</td>
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<tr>
<td>• Proven ability to deliver effective communications with demonstrable impact</td>
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<td>• An understanding of the role a Business School and Law School plays at a university</td>
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<td>• Broad communications and external engagement experience, specific internal communications experience</td>
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<td>• Good knowledge of a diverse range of communications channels including web-based and social media</td>
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<td>• Experience of working internationally, in a commercial setting, or a public sector setting with a strong business orientation</td>
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- Experience of managing projects
- Manager with some experience of managing change
- Team member with a proven track record of collaboration and delivering as part of a high performing team
- Evidence of communicating effectively and confidently with individuals and groups both internally and externally
- Excellent writing skills – a proven ability to write engaging and accessible copy for different audiences, conveying key points clearly and concisely
- Proven track record of delivery of work, projects, etc., to agreed timescales
- Ability to engage with specialised and complex academic material, across many disciplines
- Excellent attention to detail
- Excellent interpersonal skills, with the ability to network and build contacts both within the Faculty/University and with external partners
- Interviewing and research skills
- Proof-reading and editing skills
- Evidence of effective, independent decision making
- Experience of working individually and co-operatively as a member of a team
- Ability to multi-task and to manage a fluctuating, often heavy, workload
- Computer literacy (including advanced Word and PowerPoint) and experience in a computer and web-based environment

**Desirable:**
- Experience of working in Higher Education
- Experience/or knowledge of research in a UK HEI or other setting
- Social media campaign experience
- Experience of working in a press office or other public relations role
- Demonstrable ability to work effectively within a matrix structure
- Experience of editing web content

**Personal abilities and qualities**

**Essential:**
- Confident and articulate
- Professionally resilient, with the ability to work well under pressure
- High level of discretion over sensitive and confidential issues
- Capacity for self-organisation, use of initiative and delegation of tasks to others
- Pragmatic and creative approach to problem solving, including ability to resolve problems where there may be either complex, partial or conflicting information
- Energetic, creative, self-motivated and pro-active
- Methodical but flexible approach to work

Additional requirements/Special circumstances

**Essential:**
- A commitment to, and understanding of, equal opportunities.
- A commitment to distance learning and the need for supporting students from a wide range of backgrounds.
- Ability to travel throughout the UK and Internationally
- Willingness to work occasional evenings and weekends.

4. Role specific requirements e.g. Shift working

None

5. About the unit/department

**Faculty of Business and Law**
The Faculty of Business and Law is one of the four faculties of The Open University. It brings together two Schools – The Open University Business School and The Open University Law School – and has a strong reputation as a high-quality and innovative provider of management and legal education. Our courses and qualifications are studied by a wide range of people from all backgrounds – we are proud to promote opportunity and social justice by making higher education open to those unable to attend a more traditional campus-based university.

Student satisfaction is a high priority and we are determined to deliver the best outcomes for everyone studying with us. Our students return some of the highest satisfaction scores in the National Student Survey – they have ever since the NSS began.

Around 35,000 students are currently enrolled on our business, management and law programmes; about a quarter of them are based outside the UK in 80 countries. The majority of our students are employed and study part-time with us.

The Faculty employs around 130 academic staff, two thirds of whom are based at The Open University’s Milton Keynes campus and one third in the OU’s regional offices, aligned to the Faculty’s three Student Support Teams. The regional academics manage the Faculty’s 700 Associate Lecturers. Around 80 academic-related and administrative members of staff support the Faculty.

We are committed to developing our staff to achieve their full potential and offer a range of formal and informal training and development opportunities to support individual and Faculty objectives.
The Open University Business School

Founded in 1983, The Open University Business School holds a unique position as the leader in flexible, accessible and high quality business and management education. We are recognised for the quality of our programmes, the excellence of our teaching and the impact of our research. The School is one of an international elite group of institutions to have triple accreditation by EQUIS, AACSB and AMBA. We are also a member of the Global Business School Network – an organisation working with top international business schools to build management education capacity in the developing world.

The School has four cross-disciplinary academic departments: Strategy and Marketing; Accounting and Finance; People and Organisations; Public Leadership and Social Enterprise. Each department includes academics, visiting experts, research staff and postgraduate students. The result is a dynamic, collaborative approach to research and programme development that is engaged with the needs of commercial, public and third sectors in the UK and internationally.

Research within the Business School combines intellectual rigour and innovation with practical relevance. Its academics have substantial experience working jointly with organisations in all sectors of the economy and directing their findings to influence management thinking and practice. There is an active PhD programme with around 30 PhD students. Since first entering the Research Assessment Exercise (RAE) in 1996, The Open University Business School has increased its research capability significantly, with external awards from Economic and Social Research Council, Engineering and Physical Sciences Research Council, Design Council, European Union, the private sector and internal sources. The 2014 Research Excellence Framework (REF) results show the high quality of the research outputs and impact of the School’s research. The School ranked 34th overall placing it in the top third of UK Business Schools. For impact, the School was placed 16th overall, indicating not only the excellence of the research but also its influence and relevance to user communities in all areas from practice to policy.

The School offers a wide range of undergraduate, postgraduate, doctoral and executive education programmes. We also make a considerable amount of learning material available for free through The Open University’s own open educational resources platform OpenLearn and popular social media such as iTunesU and YouTube, and as part of FutureLearn – an (Open University owned) international university collaboration to bring online learning to a global audience.

Further information about The Open University Business School can be found at: http://www.open.ac.uk/business-school/

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

If you have any questions regarding the application process please contact by email fbl-recruitment@open.ac.uk
## 7. The application process and where to send completed applications

| How to Apply: | **Complete the short application form**  
The application form has been designed to give the information needed at this initial stage. |
| --- | --- |
| | **Covering letter**  
Write a covering letter indicating why you are interested in this post and how you believe your knowledge experience and skills meet the Person Specification.  
Please use the essential and desirable items listed in the person specification as subtitles within your letter. In writing your letter, examine carefully the description of the role and analyse how your skills, knowledge and experience match with the requirements set out in the person specification.  
Please pick out specific examples from your experience which clearly demonstrate that you have the particular knowledge and capabilities required in the person specification. |
| | **Curriculum Vitae (CV)**  
Please enclose an up to date CV with your application for employment. Please remove any information from your CV that might give an indication of your race, religion or belief, or sexual orientation, as these details are irrelevant to your application.  
Decisions about short listing will be based solely on the information you provide on your application form and covering letter. |
| e-mail your application to: | Your completed application should be returned electronically to [fbl-recruitment@open.ac.uk](mailto:fbl-recruitment@open.ac.uk) |
| Please ensure that your application reaches the University by: | **Midday on 21 November 2017**  
Applications received after the closing date will not be accepted. |

## 8. Selection process and date of interview

| The interviews will take place on: | Interviews are planned for 1 December 2017, at Milton Keynes but this date may be changed if operationally required. Please also note that occasionally there may be a need for second interview. |
| The selection process for this post will include | Presentation, panel interview and an in tray exercise. |
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.