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>14224</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Manager, Qualifications Operations</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Manager, Qualifications Centre</td>
</tr>
<tr>
<td>Salary:</td>
<td>£32,548 to £38,833</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>G7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Fixed-term contract for 12 months</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>East Campus, Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12 noon on 1 February 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Open University full application form. Please submit a covering letter of around 1000 words. The letter should set out why you are interested in this vacancy, and how your skills and experience meet the criteria listed in the person specification. <strong>Applications received without a covering letter will not be considered.</strong></td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Three</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Julie Cheah</td>
</tr>
</tbody>
</table>
2. Summary of duties

The post holder is responsible for the management of the process of identifying students for qualification completion and the development, implementation and management of new processes related to stage completion and progression. This includes the build and maintenance of qualification structures on PLANET and CIRCE.

The management of the exceptional permission process for all taught qualifications, including liaison with academic programmes and student support teams.

The provision of expert advice to Academic Units about the development of qualifications and qualification structures and the impact of qualification amendments, prior to formal approval.

The provision of expert advice and analysis of initiatives arising from University Projects and Working Groups that impact upon the work of the Qualifications Team, and the subsequent implementation and operation of supporting processes in the unit.

Main Responsibilities

To manage the process of building and maintaining qualification structures, including credit transfer arrangements, on PLANET and CIRCE. To work with other areas of the university to deliver robust completion and student IAG tools for new and amended qualifications.

To manage the operational processes that identify and confer student awards that satisfy the requirements of taught OU qualifications.

To develop and manage processes for the award of exceptional permission for taught qualifications. To work with academic units to establish precedent decisions within the approved policies. To liaise with Student Support Teams as appropriate in the operation of the process.

To provide, for dissemination, information about changes to qualification structures, regulations or qualification policy, to all team staff as appropriate. This will include liaison with SRF, SST/Learner Support Services, Credit Transfer Centre and other teams within ACQ.

To identify and put forward CIRCE Awards system enhancement requests. To manage electronic qualification filing records in Sharepoint.

As a member of the ACQ management team, contribute to building a flexible culture within the sub-unit, using data and documentation for analysis as required.

To lead, develop and manage staff including recruitment, appraisal and performance management as required.

To provide and analyse management information as appropriate, to support continuous improvement in service provision to internal and external customers, monitoring performance standards and KPIs in line with University quality assurance standards.

To develop and maintain effective relationships with colleagues across the University in order to support the delivery of business objectives.

To advise the ACQ senior management on the implications of proposed developments.

Responsibility for the development and production of policy and procedural documents and overall knowledge of relevant ACQ policy and procedures.

To manage and deliver business processes and plan resources, contributing to forecasting and managing
budgets, as required, to meet business demands.
To undertake such duties as agreed with ACQ senior management.

### 3. Person specification

#### Education, qualifications and training

**Essential:**
- A higher education degree or equivalent i.e. demonstrated skills in communication, analysis, interpretation, argument, synthesis and ability to learn on the job.
- A high standard of written and spoken English.

**Desirable:**
- General understanding of the Open University’s administrative processes.
- A management qualification.

#### Knowledge, work and other relevant experience

**Essential:**
- Experience of managing staff and resources.
- Experience of managing change.
- Experience of planning and managing complex operations.
- Experience in presenting briefing and training sessions.
- Experience of monitoring performance indicators.

**Desirable:**
- Experience of working in higher or further education.
- Knowledge of qualification structures at HE level.
- Experience of working in a customer service environment.

#### Personal Abilities and Qualities

**Essential:**
- Proven ability to lead, manage and develop staff including coaching and mentoring.
- Ability to work flexibly and effectively as part of a small team.
- Excellent communication skills including the ability to effectively convey written and oral information to a wide range of recipients, internally and externally.
- Proven ability to respond positively to changes in working practices and procedures and to instil confidence of change in others.
- Strong IT skills, competence in the use of ICT as a planning, management and communications tool.
- Competent in analysing, managing and interpreting data.

**Desirable:**
- Evidence of actively seeking opportunities for improvement.
- Experience of OU systems Circe, PLANET, Circe MI.
- Experience of SharePoint.

#### Delivering Results

**Essential:**
- Ability to work under pressure and meet deadlines.
Proven ability to take ownership of and resolve problems.
Proven ability to handle complex enquiries from internal and external stakeholders/customers.
Commitment to excellent customer service and continuous service improvement.

4. Role specific requirements e.g. Shift working

N/A

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

- Four central sub-units based at Walton Hall, Milton Keynes:
- Access, Careers and Teaching Support
- Assessment, Credit and Qualifications
- Student Support
- Office of the Director, Academic Services
- Three National Centres based in Scotland, Wales, Ireland
- Six English locations (soon to transition to four Student Recruitment and Support Centres)

Academic Services is led by the Director of Academic Services who reports to the University Secretary.

ASSESSMENT, CREDIT AND QUALIFICATIONS (ACQ) – WITHIN ACADEMIC SERVICES

Assessment, Credit & Qualifications (ACQ) is one of the four functional central units in Academic Services, it is based at the Centre (Walton Hall campus in Milton Keynes) and consists of around 125 staff and operates on an annual budget of around £10.7 million. The Director of ACQ is responsible to the Director of Academic Services for the leadership and management of all activity associated with assessment, credit and qualifications, which currently operates across 5 locations.

Policy
Led by the Assistant Director, Policy, this section is responsible for the effective fulfilment of assessment and qualification related policies, procedures and design, taking account of Governance approval and Quality Assurance requirements. The Policy section comprises of four centres:

- Data, Systems and Vocational Qualifications
- Policy Exceptions and Academic Conduct
- Policy Advice and Committee Support
- Communications and Planning.

Operations
Led by the Assistant Director, Operations, this section fulfils responsibilities related to assessment and qualifications, incorporating operational planning, assessment and results processing, verification and conferment of qualifications, ceremonies organisation and services that support the provision of advice on qualification progression. The Operations section comprises of four centres:

- Assessment Processing
- Operations Planning and Results
- Qualifications
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 Lorraine Mir on 01908 654970 or email: lorraine.mir@open.ac.uk.

If you have any questions regarding the application process please contact Julie Cheah on 01908 652028 or email: Julie.Cheah@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 noon on 1 February 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>Julie Cheah</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>ACQ Recruitment Co-ordinator</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Assessment, Credit and Qualifications</td>
</tr>
<tr>
<td>Address:</td>
<td>The Open University</td>
</tr>
<tr>
<td></td>
<td>Joe Clinch Building</td>
</tr>
<tr>
<td></td>
<td>Hammerwood Gate</td>
</tr>
<tr>
<td></td>
<td>Kents Hills</td>
</tr>
<tr>
<td></td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6BY</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:SS-ACQ-Recruit-UAP@open.ac.uk">SS-ACQ-Recruit-UAP@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Lorraine Mir, Senior Manager, Qualifications Centre</th>
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<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>To be confirmed</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>Interviews are expected to take place week commencing 19 February 2018</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>Please submit a covering letter of around 1000 words. The letter should set out why you are interested in this vacancy, and how your skills and experience meet the criteria listed in the person specification. Applications received without a covering letter will not be considered.</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.