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>VRF 14021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Operations Manager (Careers and Employability)</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Head of Service Delivery, Careers and Employability Services</td>
</tr>
<tr>
<td>Salary:</td>
<td>£32,548 to £38,833</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
</tr>
<tr>
<td>Grade</td>
<td>G7</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>Milton Keynes or Nottingham</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Midday on Thursday, 4 January 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Long application form.</td>
</tr>
</tbody>
</table>

In addition to a completed application form you must provide a covering letter outlining how you meet the criteria in the person specification. This is an important element of the application process. Please ensure that you provide relevant examples as evidence to support your statements. **CVs will not be accepted without an application form.**

<table>
<thead>
<tr>
<th>Number of referees required:</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:ss-sts-recruitment@open.ac.uk">ss-sts-recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

Main Purpose of the Post:

The role holder will work within the Service Delivery team to manage the delivery of a range of student and alumni facing operations on behalf of Careers and Employability Services (CES). The key duties are:

1. To work with the extended management team across CES to ensure an integrated approach to operational delivery of curriculum appropriate careers education, information, advice and guidance (CEIAG) for students and alumni.

2. To functionally manage and coordinate a virtual team of Employability Advisers effectively, ensuring that quality and service standards and Key Performance Indicators are met.

3. To own all operational CES processes, focusing on driving consistency and continuous improvement as well as managing relationships with key partners in those processes.

Main Responsibilities

1. Manage the daily operational delivery of CES services for students and alumni on behalf of the Head of Service Delivery, managing capacity to ensure that staff in all locations deliver services on time to meet demand, and that enquiries are appropriately and promptly triaged, with appropriate and timely referrals to relevant parts of CES.

   - Oversee complex workflows, allocation and capacity to ensure that student and alumni interactions are responded to efficiently and effectively and in as seamless a way as possible.
   - Actively monitor performance and quality to ensure that agreed service standards, performance targets and operating procedures are met and exceeded.
   - Contribute to the regular evaluation and development of these standards.
   - Troubleshoot complex queries where necessary and act as an escalation point for process related complaints.
   - Exercise judgement in dealing with complex issues, interpreting and applying procedures and guidelines with judgement and initiative.

2. Work closely with the Senior Careers and Employability Consultants who lead the various faculty and SRSC aligned teams to ensure activity is planned coherently to optimise the services delivered.

   Establish and monitor the overall service plan and calendar of events, including putting in place rotas for staff delivering services including those dealing with enquiries by email, website and telephone, booking and undertaking appointments, and one-to-many services such as webinars and forums as well as support at other events e.g. degree ceremonies.

   Oversee leave planning and absence management for the student facing teams to ensure sufficient resource available to maintain service delivery at all times.

3. Work with the Senior Careers and Employability Consultants who have overall responsibility for the CEIAG for their students, in order to manage their teams of Employability Advisers and Careers and Employability Consultants as a single virtual team, to enable a coordinated and consistent approach.

   Support the recruitment and performance management of these staff, and work with the Learning and Professional Development Manager to provide training and development support for individuals on operational processes. Collaborate with the CES extended management team to manage resource challenges, minimising attrition and absences wherever reasonable.
Communicate with individuals and with the team to share information and direction on operational matters, and to maximise productivity levels and quality standards.

Work with the management team to undertake long term resource planning in relation to areas of responsibility to ensure sufficient resources with appropriate skills are in place to meet service requirements.

4. Own and manage all operational processes on behalf of CES, to ensure that these processes are clearly defined and applied consistently, and support agreed service and quality standards. Own and manage associated system requirements for CES processes.

Participate in and lead appropriate groups across CES to ensure effective communication and understanding around service delivery.

Act as the primary contact point for managing touchpoints with other teams across the University for operational processes, including relationships with IT and Business & Online Student Support.

Manage a continuous improvement process for CES, working with the Quality Manager where appropriate, with a view to exploring process improvements and enhancements with relevant CES staff and other colleagues as appropriate, contributing to overall business improvement ideas and initiatives, making recommendations to the management team as appropriate.

5. Take active responsibility for own professional development and be proactive in engaging in relevant training in consultation with line manager.

Contribute to the design and delivery of staff development for staff across Careers and Employability Services, Academic Services, and other role holders as appropriate, in relation to CES processes and services.

6. Undertake any other appropriate work requested by the Head of Service Delivery.

All staff are expected:

- To comply with the University’s Health and Safety and Equal Opportunities policies in the performance of your duties.
- To take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your 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.
## 3. Person specification

### Education, qualifications and training

**Essential:**
- A degree or equivalent qualification or significant appropriate experience.

### Knowledge, work and other relevant experience

**Essential:**
- Relevant work experience in a customer service environment.
- Experience of working as a member of a team and an understanding of what is involved in flexible team-working.
- Awareness of information and advice delivery.
- Demonstrable experience of managing effectively across multiple services and channels, including workload planning, and workforce management within a customer focused environment.
- Experience of leading and managing people including operational performance planning and control to quality standards, staff development and performance management.
- Experience of working co-operatively with others to achieve organisational goals and service level targets.
- Experience of working with spreadsheets, databases and the internet, and managing the supply of services from IT colleagues on behalf of a team.

**Desirable:**
- Interest in and knowledge of HE careers and employability issues.
- Experience of delivering or supervising information, advice and guidance delivery.
- Experience of working in a project environment, and an understanding of project processes.
- Detailed understanding of Information and Advice delivery principles, preferably within an education/careers context.

### Personal abilities and qualities

**Essential:**
- Ability to organise a busy workload, judge priorities and to work to tight deadlines.
- Proven ability to resolve problems with expediency and judgement, working on own initiative to initiate action.
- Ability to be very accurate and pay close attention to detail.
- Good numerical skills and ability to interpret complex management information.
- Confident and proficient user of IT – particularly MS Word, Excel, and Outlook as well as web
based systems, and ability to pick up new systems quickly.

- Excellent oral and written communication skills.
- Good interpersonal skills with the ability to actively listen, influence, establish credibility and assert authority, and to liaise effectively with a wide range of people with tact and judgement.
- An understanding of team working and the ability to work as part of a team.
- Commitment to excellent customer service and continuous service improvement.
- Adaptable and responsive to changing duties and work practices.
- An understanding of and a commitment to equal opportunities and diversity.

**Desirable:**

- Evidence of understanding the roles that individuals play as part of a team.
- Understanding of business continuity planning and management.
- Understanding of the higher education sector and the place of part-time, distance learning within it.

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

The ability to travel within the UK regularly. The post-holder will be based in Milton Keynes or Nottingham and will be required to spend time with team members at both sites. They will work with Careers and Employability Services across the UK, as well as a range of staff across the institution and so may be required to attend meetings/events at various venues across the UK for business, training and evaluation purposes.

There may be leave restrictions at busy times of the year.

### 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:

- Five central sub-units based at Walton Hall, Milton Keynes
- Three National Centres based in Scotland, Wales, Ireland
- A number of locations in England

Academic Services is led by the Director of Academic Services who reports to the University Secretary. The Academic Services unit is divided into five functional areas as follows:

- Access, Careers and Teaching Support
- Assessment, Credit and Qualifications
- Student Support
• Student Recruitment and Fees
• Office of Director, Academic Services

ACCESS, CAREERS AND TEACHING SUPPORT (ACTS)

Access, Careers and Teaching Support sub-unit is led by David Knight, Director and comprises the following teams;
- AL Services
- AL Support and Professional Development
- Careers and Employability Services
- Widening Access and Success Services

CAREERS AND EMPLOYABILITY SERVICES

Enhanced Employability and Career Progression is one of the Strategic objectives of The Open University. Therefore, there will be increased investment in and development of Careers and Employability Services during the coming year, and the team is expanding.

This role is being introduced as part of that expansion as the number of Careers and Employability Services staff directly supporting students and faculties is growing. Applicants should be aware that the role may evolve further as the expansion progresses.

OU Careers and Employability Services consists of:

- Four teams, each led by a Senior Careers and Employability Consultant and incorporating:
  - Careers and Employability Consultants (Learning and Teaching) based at Milton Keynes, working with faculties and other departments to embed the development of employability and personal development planning skills within the curriculum and delivering subject specific careers information, advice and guidance to students via online media including forums and webinars.
  - Careers and Employability Consultants in each OU centre who provide a networked and distributed service across locations and also work with the Student Support Teams and nation teams. All posts will be responsible for responding to student queries across all subjects as well as developing specialisms linked to their centre.
  - Employability Advisers based in Milton Keynes and Nottingham providing careers information and advice to students and assisting the above staff.
- A Quality and Development team based in Milton Keynes and Nottingham, leading the implementation of quality standards and procedures, planning the overall development and marketing of Careers and Employability Services, developing web and other online resources to support Careers and Employability Services, and providing research and MI support.
- An Employer Engagement team based in Nottingham, involved in working with Employers to identify and provide opportunities for OU students, and to promote the particular skills that OU students bring to employers.
- The Careers and Employability Services Management Team based in Nottingham, Manchester and Milton Keynes which leads the strategic development of the service in the OU, establishes and monitors standards for the delivery of CEIAG, ensures the service is promoted appropriately and works in partnership with others in the University to further develop the service.

Careers services are delivered by telephone, email, Skype, and via web resources. The careers website is at [www.open.ac.uk/careers](http://www.open.ac.uk/careers)
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 Clare Riding on +44 (0)115 976 5111 or email: clare.riding@open.ac.uk

If you have any questions regarding the application process please contact ss-sts-recruitment@open.ac.uk

7. The application process and where to send completed applications

| Please ensure that your application reaches the University by: | Midday on Thursday, 4 January 2018 |
| Post it to: | The Open University |
| Name/Job title: | Staffing and Recruitment Support Assistant |
| Department/Unit: | Academic Services |
| Address: | Frank Henshaw Building |
| | Hammerwood Gate |
| | Kents Hill |
| | Milton Keynes |
| Post Code: | MK7 6BY |
| Or e-mail your application to: | ss-sts-recruitment@open.ac.uk |

8. Selection process and date of interview

| The interview panel will be chaired by: | Clare Riding, Head of Careers and Employability Services. |
| The other members of the interview panel will be: | Lucy Metcalfe, Administration Manager. |
| | Third panel member to be confirmed. |
| The interviews will take place on: | Thursday, 18 January 2018 in Milton Keynes or Nottingham. |
| The selection process for this post will include | An activity either before or during a panel interview. Details will be provided in the letter inviting shortlisted candidates to interview. |
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 **15 January 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.**