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>14028</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Careers and Employability Consultant</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Careers and Employability Consultant</td>
</tr>
<tr>
<td>Salary:</td>
<td>£32,548 to £38,833 pro rata</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>Grade 7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Part time 22.2 hours, working pattern to be agreed</td>
</tr>
<tr>
<td>Location:</td>
<td>The Open University in Ireland, Belfast</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Thursday 23rd November, 12noon</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.

| Number of referees required: | 3 |
| Unit recruitment contact:    | Ireland-Recruitment@open.ac.uk |
2. Summary of duties

This is a specialist careers guidance role within Careers and Employability Services working with students across the whole student population, but with a particular focus on the labour market and student employability needs across the island of Ireland. The role has three key elements:

1. Making a significant contribution to the delivery and development of the University’s Careers and Employability Services with a focus on Careers Education, Information, Advice and Guidance (CEIAG) to promote student employability, retention, progression and satisfaction.

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

3. Working with staff from across the Open University in Ireland to deliver priority projects related to student employability and career progression.

Brief outline of job purpose

1. Significantly contribute to the development of the University’s Careers and Employability Services with a focus on CEIAG to promote student employability, career progression, retention, and satisfaction. This might be via involvement in or management of projects including online career management tools; communications to students and graduates; representation on University groups; and developing support within new and existing student support structures.

2. Directly deliver CEIAG through a variety of media to:
   - individual students or graduates in complex cases referred by other teams;
   - groups of students or graduates, primarily working in an online environment, e.g. moderating forums or via webinars

   and contribute to the development of CEIAG resources and communications.

3. Lead and contribute to projects aligned to the Careers and Employability Services and the Open University in Ireland strategic priorities in careers and employability.

4. Take a lead on careers and employability and development of networks and partnerships with a range of staff specifically within the Open University in Ireland, within Academic Services and with relevant Faculty staff connected to this.

5. Contribute to the design and delivery of staff development for staff across Careers and Employability Services, the Open University in Ireland, Academic Services, Associate Lecturers (ALs), other academic staff and other role holders as appropriate, in relation to CEIAG, employability and improving retention.

6. Share responsibility for the quality of services by applying matrix principles and contributing to development of Quality Standards and improving quality in Careers and Employability Services.

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

Key Tasks

1. Work mainly in a networked service to provide CEIAG to students and/or graduates to identify and support career goals in relation to module and qualification based study options; handle complex queries by e-mail, online via Skype and also telephone.

2. Provide pro-active professional CEIAG to students or graduates identified as likely to benefit from careers interventions. In exceptional cases to be the named contact for individual students with high levels of need.

3. Delivery of CEIAG will be via an increasing range of online media and the post holder will be expected to develop their skills as required. There will be a focus on communicating with students using social media tools such as LinkedIn, Twitter and Facebook. In addition software such as online forums and webinars will be used, plus other tools as appropriate.

4. Develop expertise and knowledge related to employability issues and careers across the island of Ireland to provide an expert point of referral on careers and employability issues. Facilitate communication between
externally facing staff, Careers and Employability Services colleagues, and faculty staff (including ALs).

5. Apply the principles of the matrix quality standards and maintain up-to-date knowledge of institutional policy, regulations and professional standards.

6. Through national, institutional and external groups, contribute to the development of the University’s policy on the provision of careers and employability services.

7. Contribute to staff induction, staff development and training on careers and employability issues within Academic Services and other departments within the university.

8. Monitor, evaluate and deliver services and implement procedures to assure the continuous quality and improvement of careers and employability services to students and graduates.

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

10. Undertake research to inform retention, progression and developmental work of Careers and Employability Services in partnership with relevant colleagues and external organisations.

11. Liaise and collaborate with external employer organisations and professional bodies to maintain and develop links with the labour market to inform delivery of services.

12. Other duties as required by Careers and Employability Services.

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.

4. Person specification

<table>
<thead>
<tr>
<th>Requirements</th>
<th>(E = Essential/ D = Desirable)</th>
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</thead>
<tbody>
<tr>
<td><strong>Education, qualifications and training</strong></td>
<td></td>
</tr>
<tr>
<td>- A degree or equivalent qualification (E)</td>
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<tr>
<td>- A relevant professional careers qualification and evidence of training and continuing professional development in the CEIAG field (E)</td>
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<tr>
<td><strong>Knowledge, work and other relevant experience</strong></td>
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<tr>
<td><strong>Essential:</strong></td>
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<tr>
<td>- Proven experience of providing CEIAG to a range of diverse groups of students (including those with a disability) in adult, further or higher education.</td>
<td></td>
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<tr>
<td>- Proven knowledge, experience and confidence in delivering CEIAG online using a variety of technologies including website delivery, forums and social media.</td>
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<tr>
<td>- An understanding of the needs of adult or distance learners within the context of part-time</td>
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open learning.

- Understanding of the issues affecting student retention and progression in the context of part-time open learning.
- Knowledge of and commitment to equal opportunities and diversity.
- Awareness of the external environment and government policies relating to employability as they might impact on the University.
- Understanding of the cultural context and landscape alongside the legislative and regulatory frameworks affecting the wider labour market across the island of Ireland which could affect employers, employability and careers progression in Ireland.

**Desirable:**

- Experience of delivering careers guidance in a higher education setting.
- An understanding of the graduate job market.

**Personal abilities and qualities**

**Essential:**

- CEIAG skills developed to support students’ autonomy and decision making, using techniques in negotiating, enabling, advocating and challenging.
- Highly developed oral and written communication skills to convey complex information to a range of audiences.
- High level interpersonal skills including liaison, networking, negotiation and team working.
- Ability to work within and across location based and virtual teams.
- Ability to deliver training to a wide range of staff.
- Confident computer skills sufficient to use IT systems effectively and to deliver guidance in an electronic world.
- Good planning and organisational skills including the ability to work autonomously and manage high volumes of work.
- The ability to analyse and develop data, processes, roles and responsibilities to improve services and respond to change.
- Motivation and commitment to the continuous improvement and development of Careers and Employability Services.
- Commitment to own personal development and a willingness to keep up to date with developments in CEIAG.
- High levels of initiative and a willingness to take ownership of issues and resolve them.
- Ability to think creatively to resolve complex problems.
- A flexible and positive attitude to change.
- Ability to keep calm and maintain a sense of perspective when dealing with challenging clients.
- A sound understanding of and a commitment to equal opportunities and diversity.

**Desirable:**

- An interest in the use of social media to engage students in careers and employability development activities.
5. Role specific requirements e.g. Shift working

- You will occasionally be required to work in the evening or at weekends.
- You will work in an open plan office environment where many people may be talking on the telephone at the same time.
- You will need to wear a headset to work effectively on the telephone and for computer mediated conference facilities.
- You will occasionally be required to travel to locations other than your usual place of work.
- 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

THE OPEN UNIVERSITY IN IRELAND

The Open University in Ireland is responsible for the delivery of core services to enquirers and students throughout Ireland. It serves approximately 6000 students and 200 Associate Lecturers, and offers tutorial and examination facilities at locations across Ireland.

The Belfast Office is the base for 63 members of staff including the Director, Ireland, two Assistant Directors and a range of academic, academic related and support staff. There is also an Enquiry and Advice Centre in Dublin which is the permanent base for a small number of staff and also provides a facility for other University staff as required.

The Director, Ireland is the Vice Chancellor’s delegate in both Northern Ireland and the Republic of Ireland. He is responsible for the strategic leadership and development of the University in both jurisdictions, ensuring that the Open University in Ireland operates within the framework of University policies and procedures.

The Open University is committed to sustaining and growing its presence in Ireland working effectively with governments and elected representatives in both jurisdictions to promote the development of innovative higher education, with a focus on supported, part time distance learning and open media options.

The Open University in Northern Ireland is funded by the Department of the Economy and works closely with departmental staff to contribute to the Higher Education and Widening Access Strategies. Through delivery of an outstanding enquirer and student experience, public, governmental and academic engagement, strong partnerships and excellent staff and resources, we empower people in Northern Ireland to achieve their potential and in so doing contribute to society and the economy. There is no government funding in the Republic of Ireland but the University provides excellent higher education...
opportunities which enable ordinary people to achieve extraordinary things.

Our student recruitment and support staff, working in partnership with colleagues in other areas of the University, aim to provide a high quality, seamless experience for enquirers and students from the start of their Open University experience to the point where they achieve their study goal, whatever that may be.

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

The Open University in Belfast is located at 110 Victoria Street, Belfast, just a short walk from Central Station and close to all City Centre Amenities. The Dublin Office is located in Holles Street, Dublin and is also within easy reach of public transport.

Further information on The Open University in Ireland may be found on our website: www.open.ac.uk/ireland

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 Beverley Mason on 01908 858962 or email: Beverley.mason@open.ac.uk

If you have any questions regarding the application process please email: Ireland-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>12noon Thursday 23rd November</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>The Open University</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Conor O’Neill / Finance and Staffing Co-ordinator</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Support Services</td>
</tr>
<tr>
<td>Address:</td>
<td>110 Victoria St Belfast</td>
</tr>
<tr>
<td>Post Code:</td>
<td>BT1 3GN</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:Ireland-Recruitment@open.ac.uk">Ireland-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

The interview panel will be chaired by: Beverley Mason, Senior Careers and Employability Consultant
| The other members of the interview panel will be: | Michael Bower, External Strategy and Innovation Manager  
Marina Lennon, SSM Careers, Academic Services |
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<tr>
<td>The interviews will take place on:</td>
<td>Wednesday 6(^{th}) December 2017</td>
</tr>
</tbody>
</table>
| The selection process for this post will include: | Attendance at an Assessment Centre in Belfast.  
Further details will be sent to shortlisted candidates. |

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.