## 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>14070</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Manager, Student Support (Operations)</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Manager, Learner Support 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>Temporary contract until 8 December 2019</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Full time (37 per week)</td>
</tr>
<tr>
<td>Location:</td>
<td>The Open University in Scotland</td>
</tr>
<tr>
<td>Closing date:</td>
<td>24 November 2017</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Full</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:Scotland-Staffing-Coordinator@open.ac.uk">Scotland-Staffing-Coordinator@open.ac.uk</a></td>
</tr>
</tbody>
</table>
### 2. Summary of duties

This post is one of two posts within The Open University in Scotland. Working with the other Manager, Student Support (Operations) the role holder will share responsibility for the management and delivery of student facing operations to help students and prospective students to make study choices leading to successful progression, qualification completion and customer satisfaction. The key duties are:

1. To manage a team of Senior Learner Support Assistants (“Senior Advisors”) effectively, ensuring that quality and service standards and Key Performance Indicators are met.

2. To deliver and develop the Advice service within The Open University in Scotland as part of the Information, Advice and Guidance (IAG) model, with a focus on students and prospective students in Scotland across all areas of the curriculum, by collaboration with staff within the wider University and Senior Management within The Open University in Scotland.

3. To work with the extended management team across the IAG Service to ensure an integrated approach to operational delivery of curriculum appropriate recruitment and support for students.

#### Main Responsibilities

1. Leadership and performance management of a team of Senior Advisors, including:
   - Recruit, train, performance manage and develop staff in line with guidelines and ensure individuals are supported and developed to help them fulfil their potential.
   - Communicate with individuals and, alongside the other Manager, Student Support (Operations), with the team, to share information and direction, and to maximise productivity levels and quality standards.
   - Manage resource challenges, minimising attrition and absences wherever reasonable.

2. To oversee groups of Senior Advisors as part of a flexible management team with a focus on providing support and providing advice to students and potential students within agreed timescales.
   - Oversee complex workflows, allocation and capacity to ensure that student and prospective student 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.
   - Exercise judgement in dealing with complex issues, interpreting and applying procedures and guidelines with judgement and initiative.

3. Develop The Open University in Scotland, team and personal expertise and knowledge across all areas of the curriculum to provide an expert point of referral. Contribute to relevant practitioner and working groups, both within The Open University in Scotland and the wider service, established to promote informed, efficient, effective and consistent support services to students and prospective students to enable them to make successful study choices, leading to study progression, qualification completion and customer satisfaction.

4. Liaise closely with relevant staff and managers/senior managers within The Open University in Scotland and within the Information, Advice and Guidance Service in other locations, and with staff and managers/senior managers in central teams to provide excellent service to students and prospective students to enable them to make good study choices and to adopt successful behaviours.

5. To proactively support the Senior Manager, Learner Support Services in the development and continuous improvement of good internal and inter team working and service provision:
   - Attending and actively participating in team meetings and developmental activities.
   - Exploring service improvements and enhancements.
   - Contributing to business improvement ideas and initiatives, making recommendations to Senior Leaders as appropriate.
   - Showing initiative and judgement in helping the team to run smoothly, and working with and supporting other teams as required.
6. To continually develop skills and knowledge to maintain and improve personal performance, in the spirit of continuous improvement and to adopt correct and evolving business practices and procedures:
   • Undertaking all duties in accordance with internal policy and external legislation.
   • Working with the Senior Manager, Learner Support Services to understand personal performance and areas for development.
   • Providing feedback to contribute to colleagues’ performance development.
   • Accepting feedback from colleagues to improve personal skills and knowledge.

7. Leadership and management of a specific area of work/areas of work, such as work with students in secure environments, proactive study campaigns, disability support, retention and progression activities, complaints etc. (the list is not exhaustive):
   • Ensuring procedures and guidelines are followed.
   • Monitoring workflows and quality.
   • Facilitating briefings and training.
   • Ensuring any issues are reported appropriately.
   • Liaising with central colleagues/staff in other areas of the University.

The role holder may be required to undertake any other duties reasonably required 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 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

Requirements (E = Essential/ D = Desirable)

<table>
<thead>
<tr>
<th>Education, qualifications and training</th>
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<tbody>
<tr>
<td>Essential:</td>
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<tr>
<td>- NVQ Level 4 qualification in management and/or advice and guidance, or substantial equivalent experience.</td>
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<tr>
<td>Desirable:</td>
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<tr>
<td>- Five Standard Grades or equivalent.</td>
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</table>
### Knowledge, work and other relevant experience

**Essential:**
- 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 a team including: recruitment and selection; operational performance planning and control to quality standards; staff development and performance management.
- Experience of managing the provision of information and advice.
- Experience of working co-operatively with others to achieve organisational goals and service level targets.

**Desirable:**
- Experience of working in an educational environment.

### Personal abilities and qualities

**Essential:**
- Highly developed interpersonal skills with the ability to influence, establish credibility and assert authority.
- Proven ability to resolve problems with expediency, intelligence and sensitivity.
- Excellent time-management skills using a range of strategies to ensure that work is carried out effectively and efficiently.
- Excellent communication and presentation skills.
- Ability to self-start whilst operating in an environment with standardised systems and procedures.
- Good numerical skills and ability to interpret complex management information.
- Confident and highly proficient user of IT- particularly MS Word, Excel and Outlook, including custom built databases and the internet – and ability to pick up new systems quickly.
- A proven commitment to continuous professional development.
- An understanding of team working and the ability to work as part of a team.
- An understanding of Equal Opportunities issues and a commitment to promoting diversity.
- Commitment to excellent customer service and continuous service improvement.
- Commitment to and role model for the University’s values.

**Desirable:**
- Ability to adapt interpersonal style to suit different people or situations.
- Evidence of understanding of 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

**Essential**
- Role holder may be required to attend meetings/events at various venues across the UK for business, training and evaluation purposes.
- Appropriate office equipment will be provided to facilitate effective working on the telephone and for Skype/Lync conferencing.
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 Nation Offices in Scotland (Edinburgh), Wales (Cardiff) and Ireland (Belfast).
- Four Student Recruitment and Support Centres

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

Access, Careers and Teaching Support (ACTS)

Access, Careers and Teaching Support sub-unit is led by David Knight, Director and compromises the following teams:-

- Associate Lecturer Services
- Associate Lecturer Support and Professional Development
- Careers and Employability Services
- Widening Access and Success Services

THE OPEN UNIVERSITY IN SCOTLAND

With nearly 15,000 students, The Open University (OU) is Scotland’s leading provider of part-time higher education. Some 40% of Scotland’s students studying part-time at undergraduate level with a higher education institution study with the OU.

The cornerstone of the OU’s mission to be open to all and our open entry system allows us to offer the opportunity for study to people from all backgrounds and sections of the community. For example, more than one third of our undergraduate students had qualifications below standard university entrance level when they joined the OU. We are also Scotland’s main provider for students with disabilities, teaching 10% of all disabled students in higher education.

Our reach is nationwide, and Open University students can be found in virtually every postcode district and community in Scotland. Hundreds of Scotland’s blue chip employers such as Scottish Power, Standard Life and Royal Bank of Scotland sponsor their staff to study with us. Through our courses and qualifications in areas such as health and social care, education, and business and management, the OU is playing a major role in the training and professional development of Scotland’s workforce across the public, private and voluntary sectors.

Today e-learning is an integral part of the OU’s course delivery and our student support services; from online discussion groups and conferencing, to electronic assignment handling and dedicated course websites. By being online, even those living in the most isolated areas of the country are able to participate in a truly interactive learning environment.
The OU is an integral part of the Scottish higher education community and actively involved in the development of HE policy alongside all other higher education institutions in Scotland. Since 1 April 2000, the teaching of OU students living in Scotland has been funded by the Scottish Funding Council for Further and Higher Education.

The 130 academic, administrative and secretarial and clerical staff at the OU’s office in Edinburgh offer an extensive range of support and specialist advice services to students in Scotland. The core function of the office is to manage the University’s business in Scotland. This includes managing relationships with government and other external bodies, the research and development of learning and the recruitment and retention of students in Scotland, as well as the employment, support and staff development of the 500 Associate Lecturers who deliver the University’s teaching programmes. The office also provides advice, guidance and learning support to prospective and existing students including a programme of outreach events; administers examinations; organises an annual graduation ceremonies and promotes the University and its courses within Scotland. We have been voted as the top university in Scotland for student satisfaction for nine years.

More information can be obtained from the OU web site at www.open.ac.uk/scotland.

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 Maria McCrea on 0131 549 7116 or email: Maria.McCrea@open.ac.uk.

If you have any questions regarding the application process please contact the Staffing Co-ordinator by email: Scotland-Staffing-Coordinator@open.ac.uk.

7. The application process and where to send completed applications

Your covering letter or statement should clearly identify how you meet the criteria in the person specification if you have not already provided this information on the application form. Please ensure that you provide relevant examples as evidence to support your statements. The selection panel will consider how well the information you provide demonstrates that you meet the criteria identified in the person specification.

Please ensure that your application reaches the University by: 5.00pm on Friday 24th November

Post it to: The Open University in Scotland
Name/Job title: Staffing Co-ordinator
Department/Unit: Support Services
Address: 10 Drumsheugh Gardens, Edinburgh
Post Code: EH3 7QJ
Or e-mail your application to: Scotland-Recruitment@open.ac.uk
8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Maria McCrea, Educational Advisory Service Manager</th>
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</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>Shona Littlejohn, Depute Director (Student Experience &amp; Widening Access)</td>
</tr>
<tr>
<td></td>
<td>Kate Main, Student Services Manager, Student Recruitment &amp; Fees</td>
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<tr>
<td>The interviews will take place on:</td>
<td>Wednesday 13th December 2017</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>Formal interview and desk exercise.</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.

Expenses incurred for travelling to the interview will not normally be reimbursed by the University.