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>14271</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Student Recruitment &amp; Support Advisor</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Assistant Team Leader</td>
</tr>
<tr>
<td>Salary:</td>
<td>£19,305 to £21,585</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Support Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>4</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 per week (full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>Edinburgh</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Friday 26 January</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Full version only</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</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

The role holder will work within the Student Recruitment and Support Centre in Scotland to help students and prospective students make study choices that will lead to successful module completion, progression through their qualification and customer satisfaction. The main responsibilities are:

1. To be the first point of contact to provide information and routine advice, across all curriculum areas, to support students and enquirers in registration and study with The Open University. Deal with both proactive and reactive contact via a number of channels including inbound and outbound phone calls, emails, online webchat and social media, and face to face. Where necessary refer on to other staff with specialist expertise, as part of the Information, Advice and Guidance (IAG) model, making interactions with The Open University as effortless and seamless as possible.

2. To undertake associated administrative and operational processes to action student and enquirer requests, including registering students with a variety of payment methods, dealing with financial support, supporting a range of on course activities, a high proportion of which relate to disability and other specific groups of students.

3. To work as part of a flexible operation to provide support and answer queries from students, potential students and Associate Lecturers within agreed timescales. To work to a rota as part of a Work Force Management System to ensure that all activity is dealt with promptly and effectively and within agreed Service Levels.

4. To access, utilise and update university systems and databases, in order to maintain student and enquirer records including qualification and module records & personal details, and follow agreed operating procedures using the Open University Knowledge Management System.

5. To continually develop skills and knowledge to maintain and improve personal performance, in the spirit of continuous improvement to ensure correct and evolving business practices and procedures and to assist proactively in the development and continuous improvement of good internal and inter team working and service provision

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)

Education, qualifications and training

Essential
- GCSE Maths and English at Grade C or above, or equivalent.
- Ability to write clearly and appropriately in English.

**Desirable**

- Relevant NVQ to Level 2 or above (e.g. Customer Services or Information, Advice and Guidance, Customer Care).
- Some familiarity with finance administration.

**Knowledge, work and other relevant experience**

**Essential:**

- Recent experience of working in a customer facing environment.
- Relevant office experience, including use of Microsoft office packages.
- Experience of answering and actioning diverse queries, using a wide range of information sources.

**Desirable:**

- Recent experience of working within a higher education environment.
- Experience of providing information and the ability to transfer this experience to a higher education context.
- Experience of outbound calling in a complex customer services environment.
- Experience of working to personal, team and organisational targets.
- Experience of working in a multi-channel environment and coping with high volume telephone calls, emails and correspondence.

**Personal abilities and qualities**

**Essential:**

- Good communication skills, both oral and written: e.g. effective telephone techniques, use of plain English to explain policies and processes and to write clearly, succinctly and correctly.
- Flexibility: including adaptability to changing circumstances, duties, work practices and systems and a commitment to ongoing development with the ability to demonstrate a rapid understanding of newly presented information.
- Good organisational skills: including the ability to cope with heavy workloads and repetitive tasks and to meet deadlines, working productively and accurately in a high pressure environment.
- An ability to deal with and follow documented information and procedures: using initiative in problem-solving, whilst recognising boundaries.
- Strong IT skills: especially use of standard Microsoft Office packages.
- 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 equal opportunities and diversity.
- Commitment to excellent customer service.
- Commitment to and role model for the University’s values.

**Desirable:**

- Ability to use customer relationship management system.
4. Role specific requirements e.g. Shift working

- The post holder will be required to work between the hours of 08.30 – 17.30 Monday to Friday and as directed by business demands (subject to change).
- Please note that leave in the busy peak periods is severely restricted. Current peak periods are mid – August to late October and January.

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 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 Lynn Gore on 0131 549 7197 or email: Lynn.Gore@open.ac.uk.

If you have any questions regarding the application process please contact the Staffing Co-ordinator on 0131 226 3851 or email: Scotland-Staffing-Coordinator@open.ac.uk.

7. The application process and where to send completed applications

Your covering letter (where specified in the ‘Job related information’ document) 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: 5pm on Friday 26 January

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
7. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Lynn Gore, Team Leader, Student Recruitment and Fees (SRF)</th>
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</table>
| The other members of the interview panel will be: | Andrew Lamb, Assistant Team Leader  
Viki Soper, Senior Advisor |
| The interviews will take place on: | Week beginning 12 February 2018 |
| The selection process for this post will include | A desk exercise followed by formal 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. 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.