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>14323</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Employer Engagement Co-ordinator</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Employer Engagement Manager</td>
</tr>
<tr>
<td>Salary:</td>
<td>£22,214 to £24,983</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Support Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>Grade 5</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>12 months (Maternity Cover)</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours, Monday to Friday</td>
</tr>
<tr>
<td>Location:</td>
<td>Nottingham</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Midday on 8 February 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Long application form.</td>
</tr>
<tr>
<td></td>
<td>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. <strong>CVs will not be accepted without a fully completed application form.</strong></td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<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

The role holder is required to work as part of Careers and Employability Services to support employer engagement activities.

They will be working on developing relationships with new and existing employer contacts, who are interested in recruiting students and graduates from The Open University. There will be a broad range of activities relating to this work, such as publicising opportunities to students and alumni, gathering feedback from key stakeholders and assisting with the organisation of events.

They will also be responsible for participating in the delivery of key operational activities (e.g. forums/webinars and social media) and providing administrative support to Careers and Employability Services. An important aspect of this will be the collection and collation of statistical reports measuring impact of the service.

Brief outline of job purpose
1. To work with a wide range of employers from different sectors to support their recruitment needs, and to encourage prospective employers to engage with the university.
2. To organise and deliver administrative support where necessary to process and advertise vacancies, record progress, and to run reports from the system.
3. To liaise with relevant departments and colleagues across the university especially faculties, the Business Development Unit, Marketing and Communications Unit, and Alumni.
4. To co-ordinate the delivery of operational activities such as email campaigns, one-to-many activities, social media related to employer engagement and events.
5. To assist in the monitoring and measurement of impact of Careers and Employability Services.

Key Tasks
1. To communicate with employers, students and colleagues using a variety of media, including telephone, email, video conference, Adobe Connect and student forums, recording interactions using the University’s Customer Relationship Management system (VOICE) as appropriate.
2. To liaise with employers, other external professional bodies and University departments to support the provision of job opportunities, as well as to establish and maintain effective relationships, exchange relevant information and ensure the accuracy of employability-related information.
3. To assist with the marketing and dissemination of engagement opportunities (primarily via email and social media) to employers, students and Alumni.
4. To assist with the operational and administrative aspects of engagement activities, such as maintenance of the online vacancy service, inputting and checking vacancy details, helping with events and employer-led initiatives e.g. webinars and forums.
5. To provide research support in respect of potential new employer partners, meeting preparation, careers resources and industry news, events and developments.
6. To coordinate, collate and present statistical feedback to measure the impact of activities with employers on our students’ careers and employability prospects.

General Duties
1. To develop and maintain an understanding of higher education careers and employability issues and knowledge of appropriate internal and external sources of information.
2. To contribute to continuous improvement of service standards and quality assurance.
3. To demonstrate active commitment to the practice and principles of equality and diversity.
4. To undertake pro-active contact with students and external organisations as directed by line manager.
5. To have an understanding of employability issues, higher education provision and in particular the Open University’s curriculum and support mechanisms.
6. To have a detailed knowledge of OU processes, policies and regulations.
7. To have a flexible approach to daily demands and adapt to work priorities as necessary. This will include cover for other staff within location and across a networked service.
8. To build relationships with colleagues in other locations or departments and externally to facilitate effective everyday communication.
9. To have a role in promoting Careers and Employability Services internally and externally.
10. To contribute to the training and induction of new staff.
11. To take responsibility for their own staff development.

The post holder may be required to undertake any other duties which may reasonably be required within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.

3. Person specification

Requirements  (E = Essential/ D = Desirable)

**Education, qualifications and training**

- A good standard of general education including GCSE Maths and English grade C or above, or equivalent. (E)
- NVQ Level 2 or 3 in Customer Care or Information and Advice - or equivalent. (D)

**Knowledge, work and other relevant experience**

**Essential:**
- An awareness of the employment requirements of Open University students.
- Experience of developing new and existing relationships with a diverse customer base.
- Experience of answering queries, using a wide range of sources and platforms including social media.
- Ability to identify inaccuracies in information sources and take proactive measures to improve and enhance clarity and accuracy for careers and employability services as a whole.

**Desirable:**
- At least one year’s experience in a customer service environment, involving liaison and communication with external organisations.
- Experience of working with a wide range of employers.
- Recruitment experience.

**Skills and capabilities**

**Essential:**
- Effective written and oral communication skills with the ability to explain policies and processes in plain English.
- Excellent active listening skills and ability to identify and respond to identified needs.
Excellent IT skills including Microsoft Excel and ability to use a range of IT and management information systems, and search for and use online resources where appropriate.
- Experience of using social media to broadcast content and interact with customers.
- Ability to work under pressure whilst maintaining attention to detail and accuracy.
- Good planning, prioritising and organisational skills, including the ability to work under pressure and to meet targets and deadlines.
- Ability to work independently and to take the initiative to solve problems and deal with issues whilst recognising boundaries.

Personal abilities and qualities

**Essential:**
- Ability to liaise with people at all levels in an effective and professional manner both internally and externally.
- The ability to work as part of a team and to collaborate effectively with colleagues.
- Excellent interpersonal and communication skills.
- A commitment to excellent customer service and continuous improvement.
- Approach tasks in a systematic and organised way and adapt quickly to change.
- Good negotiation skills.

**All staff are expected:**

**Essential:**
- 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.

**N.B.** The post-holder may be required to undertake any other duties which may reasonably be required within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.

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

- Role holder will occasionally be required to attend meetings/events at locations other than their usual place of work.
- The role holder may occasionally be required to work outside normal office hours.
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.

Academic Services employs approximately 900 staff and is led by the Director of Academic Services who reports to the University Secretary and is organised as follows:

Five units based at Walton Hall, Milton Keynes, Manchester and Nottingham

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

Along with three National Centres based in Scotland, Wales, Ireland.

**ACCESS, CAREERS AND TEACHING SUPPORT (ACTS)**

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

- Associate Lecturer Services
- Associate Lecturer 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 which has resulted in increased investment, expansion and ongoing development of Careers and Employability Services.

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 Careers and Employability Consultants are 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 and employability services are delivered by telephone, email, Skype, and via web resources. The careers website is at 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 Emma Laws by telephone on 0115 9715651 or by email: emma.laws@open.ac.uk.

If you have any questions regarding the application process please contact Cheryl-Anne O'Toole on Telephone number 01908 653516 or email: SS-STS-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>Midday on 8 February 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>The Open University</td>
</tr>
<tr>
<td>Job title:</td>
<td>Staffing and Recruitment Support Assistant</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Academic Services</td>
</tr>
<tr>
<td>Address:</td>
<td>Frank Henshaw Building</td>
</tr>
<tr>
<td></td>
<td>Hammerwood Gate</td>
</tr>
<tr>
<td></td>
<td>Kents Hill</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-STS-Recruitment@open.ac.uk">SS-STS-Recruitment@open.ac.uk</a></td>
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</table>
### 8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Emma Laws</th>
</tr>
</thead>
</table>
| The other members of the interview panel will be: | Matt Woolley  
Mary Older |
| The interviews will take place on: | **Tuesday 27th February in Nottingham** |
| The selection process for this post will include | There will be an activity before the panel interview. Further 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 (20 February 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.**