**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>14635</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job title:</strong></td>
<td>Quality Manager, Careers and Employability Services</td>
</tr>
<tr>
<td><strong>Reports to:</strong></td>
<td>Senior Quality and Development Manager</td>
</tr>
<tr>
<td><strong>Salary:</strong></td>
<td>£32,548 to £38,833</td>
</tr>
<tr>
<td><strong>Terms and conditions:</strong></td>
<td>Academic Related</td>
</tr>
<tr>
<td><strong>Grade:</strong></td>
<td>GR7</td>
</tr>
<tr>
<td><strong>Duration of post:</strong></td>
<td>24 month fixed-term Contract</td>
</tr>
<tr>
<td><strong>Working hours:</strong></td>
<td>37</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>Milton Keynes or Nottingham</td>
</tr>
<tr>
<td><strong>Closing date:</strong></td>
<td>Midday on Thursday, 24th May 2018</td>
</tr>
<tr>
<td><strong>Type of application form accepted:</strong></td>
<td>Long application form. 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 an application form.</strong></td>
</tr>
<tr>
<td><strong>Number of referees required:</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>Unit recruitment contact:</strong></td>
<td><a href="mailto:SSRSTS-Recruitment@open.ac.uk">SSRSTS-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

This role is to lead the development and implementation of quality assurance standards and procedures across Careers and Employability Services (CES), for all student, alumni and employer facing services.

This role will significantly contribute to the planning and development of Careers and Employability Services to support student employability and career progression, retention, and satisfaction, with a focus on ensuring the ongoing improvement of services.

Located in Milton Keynes or Nottingham, the role is part of the university wide Careers and Employability Services.

1. Lead responsibility for development, implementation and ongoing maintenance of quality assurance standards and procedures across CES, including for ‘one to one’ and ‘one to many’ student facing services, as well as for services to alumni and employers.

   Research good practice in quality assurance and make recommendations on how to apply in the CES context, aligning with institutional practices where appropriate.

   Apply the principles of the Matrix quality standards and maintain up-to-date knowledge of institutional policy, regulations and professional standards. Act as the lead contact for Matrix assessment for CES, as well as for any other quality reporting requirements.

2. Lead the development of internal polices related to quality standards and the delivery of CES. Includes leading the development of CES policies related to different aspects of CES operating model, and ensuring any developments adhere to the wider quality assurance framework.

   Act as the lead contact for any CES contribution to relevant internal and external policy developments, working with other stakeholders in CES, across the University and outside the University e.g. AGCAS

3. Support the evaluation of the delivery of services across CES, working with the Senior Careers and Employability Analyst and other Senior Managers, with a focus on identifying common improvement themes and development opportunities emerging from the application of quality assurance procedures, from operational metrics, and from qualitative management information and insight, as well as from student feedback.

4. Support the planning and monitoring the delivery of services across CES, working with other managers across CES, with a focus on working with line managers and the Learning and Professional Development Manager to develop appropriate action plans to address areas agreed for improvement.

   This will also involve overseeing a continuous improvement process for the service.

5. Take responsibility for own personal development and to have and apply a detailed knowledge of OU processes, policies and regulations as well as an understanding of higher education careers and employability issues and knowledge of appropriate internal and external sources of information.

   Also contribute to the training and induction of new staff.

6. Contribute proactively to the development and smooth operation of CES, working with and supporting other teams as required.

   Actively engage in the identification of opportunities for continuous improvement of service standards and quality assurance, making recommendations to Managers as appropriate.

   Have a flexible approach to daily demands and adapt to work priorities as necessary, and undertake any other appropriate work requested by the Senior Quality and Development Manager or as required by
3. Person specification

**Education, qualifications and training**

**Essential:**
- A degree or equivalent qualification.
- A relevant quality assurance qualification, or evidence or experience of substantial professional development in the field of quality assurance and standards.

**Desirable:**
- A relevant professional careers qualification, and evidence of training and continuing professional development in the Careers Education, Information, Advice and Guidance (CEIAG) field.
- Membership of the Chartered Quality Institute.

**Knowledge, work and other relevant experience**

**Essential:**
- Knowledge and experience of quality assurance related work, preferably in a higher education and/or careers context.
- Knowledge and experience of applying business improvement tools and techniques.
- An understanding of the sensitivities of applying quality standards to complex processes within professional environment.
- Experience of developing and implementing new or improved processes, standards or procedures.
- An understanding of the needs of adults or distance learners within the context of part-time open learning.
- Awareness of the external environment and government policies relating to employability as they might impact on the University.
- Knowledge of and commitment to equal opportunities and diversity.
- 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.
- Confident computer skills sufficient to use IT systems and web resources effectively.
- Good planning and organisational skills including the ability to work autonomously and manage high volumes of work.
- Strong attention to detail with a focus on consistency and accuracy, combined with the ability to apply good judgement and sensitivity in complex situations.
- Ability to guide significant and sustainable change via effective governance and robust...
quality assurance.

- Ability to analyse and develop data, processes, roles and responsibilities to improve services and respond to change.

Desirable:

- An understanding of the graduate labour market.
- Experience of the delivery of careers guidance in a higher education setting.
- Understanding of the issues affecting student retention and progression in the context of part-time open learning.
- Experience or knowledge of project management and business analysis techniques.
- An understanding of what is required to deliver training and development to a wide range of staff.
- CEIAG skills developed to support students’ autonomy and decision making, using techniques in negotiating, enabling, advocating and challenging.

Personal abilities and qualities

Essential:

- 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.

4. Role specific requirements e.g. Shift working

This is primarily an office based role, and you will work in an open plan office environment where many people may be talking on the telephone at the same time.

You will occasionally be required to travel to locations other than your usual place of work.

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 expected to expand.

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 are moving to a structure which 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.
  - 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 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...
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 Marcia Goddard on +44 (0)1908 653569 or email: marcia.goddard@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

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>Midday on Thursday, 24th May 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>Staffing and Recruitment Support Assistant</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>The Open University</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Academic Services, ACTS and Student Support</td>
</tr>
<tr>
<td>Address:</td>
<td>Frank Henshaw Building Hammerwood Gate Kents Hill 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>
</tr>
</tbody>
</table>

8. Selection process and date of interview

The interview panel will be chaired by: Marcia Goddard, Senior Quality and Development Manager

The other members of the interview panel will be: Lynne Johnson, Learning and Professional Development Manager Salina Rogers, Operations Manager

The interviews will take place on: Wednesday 6th June 2018 in either Milton Keynes or Nottingham

The selection process for this post will include A pre-interview activity, the details of which will be provided to shortlisted candidates
If you do not hear from us by 31st May 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.