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>14868</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Manager, Student Support (Operations)</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Manager, Student Support (Operations)</td>
</tr>
<tr>
<td>Salary:</td>
<td>£32,548 to £38,833</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related and Support Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours</td>
</tr>
<tr>
<td>Location:</td>
<td>Manchester</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Noon on Monday 30 July 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Standard application form and covering letter. Please use the space on the application form following the ‘Employment History’ section to outline how you meet the person specification as well as details of present employment. <strong>Your covering letter should give a summary of why you are interested in this role.</strong></td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Three</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:R08-Recruitment@open.ac.uk">R08-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

Main Purpose of the Post

The role holder will work within the Student Recruitment and Support Centres (SRSCs), and will manage the 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 lead and manage a team of Senior Student Recruitment and Support Advisors (“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 Student Recruitment and Support Centre as part of the Information, Advice and Guidance (IAG) model, with a focus on the students and potential students of the curriculum area of an individual Student Support Team (SST) within a Faculty, by collaboration with academic staff and SRSC Senior Management.

3. To work with the extended management team across the SRSCs 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 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. To work to a rota as part of a workforce management system to ensure all activity is dealt with promptly and effectively and within agreed service levels:
   - Oversee complex workflows, allocation and capacity to ensure that student and enquirer 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 SRSC, team and personal expertise and knowledge related to one SST’s specific curriculum and across the associated Faculty to provide expert point of referral. Contribute to relevant practitioner and working groups 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 Central Academic Unit (CAU) staff as well as the Senior Manager, Student Support (Operations), and other Managers across the Student Recruitment and Support Centres 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, Student Support (Operations) 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 with relevant CAU staff.
3. Person specification

Requirements

Education, qualifications and training

**Essential:** NVQ Level 4 qualification in management and/or advice and guidance, or substantial equivalent experience.

**Desirable:** Five GCSE passes or more.

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, contact centre 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 to students and potential students.
- Experience of working co-operatively with others to achieve organisational goals and service level targets.

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

Skills, capabilities and abilities

**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 equal opportunities and 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 styles to suit different people or situations.
- Evidence of understanding 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.

**Additional requirements**

**Essential:**

- Takes action when appropriate, to seek and deliver solutions to problems as they arise.
- Recognises personal impact on others and maintains a professional manner at all times.

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

The role holder will be working as part of complex workflow system and will be required to work to an agreed pattern, between the hours of 8.00am - 8.00pm Monday to Friday and Saturdays 9.00am to 5.00pm, as directed by business demands. Please note that leave in the busy peak periods is restricted. Current peak periods are August, September, October and January.

The role holder may be required to attend meetings/ events at various venues across the UK for business, training and evaluation purposes.
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.

**Student Support**

The unit offers strategic and operational leadership in supporting OU students. The unit is responsible for the delivery of frontline services to students along with the ‘back office’ functions required to ensure that student support is delivered in an efficient and timely manner that meets appropriate quality standards. Led by Pat Atkins, Director the unit is organised as follows.

There are four, Faculty-aligned SRSCs (Student Recruitment and Support Centres)

**SRSC (STEMA)** based in Manchester, supporting the Science, Technology, Engineering, Maths and Access (STEMA) faculty

**SRSC (WELS)** based in Nottingham, supporting the Wellbeing, Education and Language Studies (WELS) faculty

**SRSC (FASS)** based in Milton Keynes, supporting the Faculty of Arts and Social Science (FASS)

**SRSC (FBL)** based in Milton Keynes, supporting the Faculty of Business and Law (FBL)

The SRSC operation is supported by the **SST (Student Support Team) Hub** and **Planning and Resources Team** both based in Milton Keynes.

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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 Annette Hughes, Senior Manager Student Support Operations at annette.hughes@open.ac.uk.

If you have any questions regarding the application process please contact the Recruitment Co-ordinator at R08-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>12 noon on 30 July 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td></td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Dawn Johnson/Recruitment Co-ordinator</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Academic Services (Student Support Team)</td>
</tr>
<tr>
<td>Address:</td>
<td>Open University, 351 Altrincham Road, Sharston, Manchester</td>
</tr>
<tr>
<td>Post Code:</td>
<td>M22 4UN</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:R08-Recruitment@open.ac.uk">R08-Recruitment@open.ac.uk</a></td>
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8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Annette Hughes, Senior Manager, Student Support (Operations)</th>
</tr>
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<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>To be advised</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>6 August 2018</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>Formal interview &amp; assessment.</td>
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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 2 August 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.