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>15763</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Qualifications Manager (Corporate)</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Programme Manager (Corporate)</td>
</tr>
<tr>
<td>Salary:</td>
<td>£33,199 to £39,609</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
</tr>
<tr>
<td>Grade:</td>
<td>Grade 7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Fixed Term until 31 July 2020</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Full time</td>
</tr>
<tr>
<td>Location:</td>
<td>The Open University at Walton Hall, Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12 noon on Thursday 28 March 2019</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Electronic (Application form, Covering letter and CV)</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Three</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:Resourcing-Hub@open.ac.uk">Resourcing-Hub@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

Purpose Statement
We wish to appoint a Qualifications Manager (Corporate) to work on a range of curriculum production and presentation projects, including the Faculty of Business and Law (FBL)’s FutureLearn qualifications. The Qualifications Manager (Corporate) is responsible for the effective operational, financial and contractual management of a range of curriculum projects working with internal and external stakeholders and will report to the Programme Manager (Corporate).

Main Duties

• To manage a range of qualifications and modules in presentation and production, working closely with academic and administrative staff to ensure that both the University and Faculty objectives, policies and procedures are implemented through effective liaison, the application of, and the appropriate use of resources ensuring timely delivery.

• To liaise with academic and administrative colleagues within the University, to ensure effective communication with students and to build positive relationships with such professional or academic organisations as are relevant to the role.

• To liaise and coordinate with other professional support staff on the development and delivery of curriculum.

Curriculum Development and Delivery

• Project manage the development, production and updating of qualification and module materials in conjunction with academic and professional support staff including business case preparation, project set up, scheduling, resource management and reporting.

• Operational management of the regular maintenance and presentation of modules and qualifications allocated, in conjunction academic and professional support staff including operational planning, scheduling, resource management and reporting.

• Maintain accurate records using University systems and provide data and reports as required.

• Ensure effective communication of information to clients, learners, students, academics and professional support staff to support the allocated projects, modules and qualifications.

• Provide information and other support to facilitate the effective management of the ordering and stock of module materials in liaison with the relevant professional support staff.

Curriculum/Project Governance and Quality Enhancement

• Ensure allocated modules are within and meet OU and faculty policy and procedures including the implementation of any new or changed requirements, advising and working with academic and professional support staff as required.

• Provide data, reports and information as required to support University, faculty or external quality assurance requirements.

• Ensure all documentation is in place for the committees and meetings to which projects have to report; including annual reviews; quarterly updates and regular quality enhancement monitoring.

• Implement University policies and initiatives (e.g. quality assurance, academic reviews, student retention, study pathways and patterns, e-learning, etc.) where required.

• Manage project specific external partnerships and relationships with professional bodies.

• Develop management information (MI) and key performance indicators (KPI), and to co-ordinate the reporting of these to appropriate stakeholders to agreed schedules. Ensuring project plans are meeting contract and KPI requirements.

• Provide a first-rate service to both internal and external customers and clients – actively engaging with them, to further understand their needs; collaborating to find mutually agreeable solutions that are viable and match requirements.
### Corporate Projects and Qualifications

- Ensure effective operational management of corporate projects as required by the Faculty.
- Act as the primary link between the internal and external stakeholders and ensure that Faculty and University requirements are followed in relation to corporate projects, curriculum presentation and production activities.
- Facilitate communication between external stakeholders and project teams, advising such teams on the application and interpretation of University policies and procedures.
- For external projects and those using non-standard OU production procedures: ensure there is clear project definition and associated documentation at outset of each project, manage the risk register and contingency planning and facilitate and co-ordinate the ownership of risks and issues, ensuring mitigating action is taken.
- Work closely and effectively with key internal stakeholders, such as Finance, the Business Development Unit and Commercial Legal Services, responding to enquiries and other requests for information on curriculum/project related issues from within and outside the University.
- Convene project meetings, conference calls and webinars as and where appropriate.

### Resource Management

- Manage the resource budgets for allocated projects, qualifications and modules, working with the academic team and professional support staff to forecast, monitor and manage resource use to agreed targets and outcomes providing reports and data as required.
- Manage the use of Consultancy contracts for allocated qualifications and modules including work specification, approval and payment.

### Other Duties

- Participate in appropriate self-development activities.
- Such other appropriate duties as directed by the Programme Manager, and/or the Head of Curriculum Management.

### 3. Person specification

#### Education, qualifications and training

<table>
<thead>
<tr>
<th>Essential:</th>
<th>Desirable:</th>
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<tbody>
<tr>
<td>• A first degree in any subject, or equivalent background education,</td>
<td>• A project management</td>
</tr>
<tr>
<td>• Excellent ICT skills with experience of using standard Microsoft</td>
<td>qualification</td>
</tr>
<tr>
<td>packages and a commitment to developing proficiency in the use of</td>
<td></td>
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<tr>
<td>new ICT tools, communication methods and online working practices</td>
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The Open University, Human Resources, HRG158 | Page 3 of 6
### Knowledge, work and other relevant experience

**Essential:**
- Directly relevant work experience that demonstrates transferable skills such as in an administrative or managerial role
- Relevant project management experience, from specification through to completion, including scheduling, quality and resource management and prioritising conflicting demands

**Desirable:**
- Experience of corporate client facing work
- Experience in an educational or publishing environment
- Experience of distance learning materials production
- Experience of working in a changing environment
- Experience of using the OU Awards Management System (AMS)

### Personal abilities and qualities

**Essential:**
- Ability to anticipate and analyse problems, propose workable solutions, manage and resolve conflict
- Ability to be diplomatic and tactful and act professionally at all times
- Ability to build enduring professional relationships and manage client expectations
- Ability to work with and prepare budget management information
- Proven ability to organise own workload to ensure that objectives and deadlines are met within resource constraints and to remain effective under pressure
- Excellent oral and written communication skills, including the ability to disseminate information effectively to a wide range of audiences including stakeholders external to the OU
- Effective team-working and interpersonal skills, including the ability to work pro-actively and independently, to work flexibly across boundaries and to demonstrate commitment to diversity principles and practice
- The ability to be self-critical and reflective in relation to own role and work, to learn from experience and to operate with integrity, accountability and commitment
- Commitment to the strategic priorities of the OU

**Desirable:**
- Awareness of external factors affecting the OU
- Experience of budgeting and budgetary management
4. Role specific requirements e.g. Shift working

N/A

5. About the unit/department

The Open University Business School

Founded in 1983, The Open University Business School holds a unique position as the leader in flexible, accessible and high quality business and management education. It is one of an international elite group of institutions to have triple accreditation by EQUIS, AACSB and AMBA.

The School has four cross-disciplinary academic departments: Strategy and Marketing; Accounting and Finance; People and Organisations; Public Leadership and Social Enterprise. The School offers a wide range of undergraduate, postgraduate, doctoral and executive education programmes.

The 2014 Research Excellence Framework (REF) results show the high quality of the research outputs and impact of the School’s research. The School ranked 34th overall placing it in the top third of UK Business Schools. For impact, the School was placed 16th overall, indicating not only the excellence of the research but also its influence and relevance to user communities in all areas from practice to policy.

Further information about The Open University Business School can be found at:
http://www.open.ac.uk/business-school/

The Open University Law School

The Open University Law School was established 17 years ago and since then more than 60,000 students have studied law with us. With around 6,000 students in the UK, the Law School continues to lead the sector in part-time distance learning. Our Bachelor of Laws with Honours (LLB) is the most popular taught undergraduate law programme in the UK. The average age of our law students is 35. The School also offers a Postgraduate Certificate in Human Rights and Development Management and a Masters in Law (LLM).

Further information about The Open University Law School can be found at: http://www.open.ac.uk/law/main/.

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 Lyn Singer, Programme Manager, by emailing lyn.singer@open.ac.uk

If you have any questions regarding the application process please contact email Resourcing-Hub@opena.c.uk
7. The application process and where to send completed applications

How to Apply:

In order to apply for this post, please complete the application form and provide a covering letter. **Please note if you do not provide all of this information, your application may not be considered.**

1. **Complete the short application form**

The form has been designed to give the information needed at this initial stage.

2. **Covering letter**

Write a covering letter indicating why you are interested in this post and how you believe your knowledge, experience and skills meet the person specification (see Section 3).

In writing your letter, examine carefully the description of the role and analyse how your skills, knowledge and experience match with the requirements set out in the person specification.

Please pick out specific examples from your experience which clearly demonstrate that you have the particular knowledge and capabilities required in the person specification.

3. **Curriculum Vitae (CV)**

Please enclose an up-to-date CV with your application for employment removing any information that might give an indication of your race, religion or belief, or sexual orientation, as these details are irrelevant to your application.

Decisions about shortlisting will be based solely on the information you provide on your application form, CV and covering letter.

Please ensure that your application reaches the University by: 12 noon on Thursday 28 March 2019

Applications received after the closing date will not be accepted.

E-mail your application to: Your completed application should be returned electronically to Resourcing-Hub@open.ac.uk (quoting Ref No. 15763)

8. Selection process and date of interview

The interviews will take place on: Interviews are planned for **Friday 12 April 2019** at Milton Keynes but this date may be changed if operationally required.

The selection process for this post will include 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.