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>15803</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Employability Adviser</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Careers and Employability Consultant (DVS)</td>
</tr>
<tr>
<td>Salary:</td>
<td>£22,659 to £25,482</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>Temporary contract until 31st July 2020</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>Manchester</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Noon on Thursday 14 March 2019</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. CVs will not be accepted in place of a fully completed application form.</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:rae.savill@open.ac.uk">rae.savill@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

Main Purpose of the Post:

The role holder will work collaboratively with a range of staff across Careers and Employability Services (CES), providing high quality information and advice within the Information, Advice and Guidance continuum in response to queries from students on the Disabled Veterans Scheme (DVS), and providing support to projects, development of resources and events. The key duties are:

1. To deliver information and advice to students on DVS in relation to careers and employability support.
2. To ensure that complex careers guidance needs and issues are identified and referred as appropriate.
3. To provide administrative support to aid delivery of high quality Careers Education Information, Advice and Guidance and associated operational activities within Careers and Employability Services for students on the DVS, including supporting the organisation and promotion of forums and webinars.
4. To support other Careers and Employability staff involved in the DVS development work, undertaking research and drafting reports.
5. To assist in the monitoring of the impact of Careers and Employability Services on DVS students by collecting and collating data.

Main Responsibilities:

1. To deliver one-to-one careers information and advice to students on DVS on aspects of careers and employability support through a variety of media including, but not limited to, email, inbound and outbound telephone calls and digital channels, as part of a Careers Education, Information, Advice and Guidance (CEIAG) model and in line with agreed quality standards.
   This will include signposting students on DVS to careers and employability resources to meet their career related needs, as well as providing specific support with careers and employability activities such as CV preparation. It will also involve using judgement and expertise to assess queries and ensure that guidance needs are identified and addressed, referring on where appropriate and booking guidance appointments.
   The role holder will also be expected to undertake associated administrative processes to follow up discussions, including recording interactions using the University’s Customer Relationship Management system (VOICE) as appropriate.
2. To support other Careers and Employability staff in the development of CEIAG services for students on DVS including the organisation, preparation, marketing and delivery of webinars and forums as well as the development of online careers resources, and research to understand the differing employability needs of students on DVS. This will include researching and preparing new content in liaison with other CES staff.
   The role holder will be expected to develop specific knowledge related to the needs of students on DVS to support related CEIAG activities.
3. To work as part of a flexible rota, under the leadership of the Operations Manager, to triage DVS student enquiries and referrals in a networked careers queue across CES, using judgement and expertise to ensure needs are identified and addressed, referring to the DVS Careers and Employability Consultant or other colleagues as appropriate.
4. To work with other CES colleagues to establish and maintain effective relationships with a range of staff across Academic Services and where appropriate faculties to support effective referral processes and
the development work of Careers and Employability Services.

5. To support the wider development of CES and engagement with students on DVS, for example through contributing ideas and content for CES social media accounts and liaising with external professional bodies relevant to students on DVS to source and update careers and employability related information.

6. To assist in the collection and collation of data and feedback from service users on DVS. To undertake data analysis to create statistical feedback to identify and report the impact and usage of CES by students on DVS, as part of the wider management information and reporting strategy for CES.

7. To 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, to contribute to the training and induction of new staff.

8. To 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, including providing cover for other staff within location and across a networked service, and undertake any other appropriate work requested by the Senior Careers and Employability Consultant DVS.

3. Person specification

**Education, qualifications and training**

**Essential:**
- A good standard of general education including GCSE Maths and English grade C or above, or equivalent.
- Willingness to work towards (or already hold) a careers advice and information qualification (e.g. VQ level 4 diploma in careers information and advice, or NVQ level 3 IAG)

**Knowledge, work and other relevant experience**

**Essential:**
- Experience of answering diverse queries, using a wide range of sources and platforms.
- 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.
- At least one year’s experience of providing information and advice in a student service environment, involving liaison and communication with external organisations and the ability to transfer this experience to a higher education careers and employability context.
- Excellent IT skills including Microsoft Excel, PowerPoint and ability to use a range of IT and management information systems, and search for and use online resources where appropriate.

**Desirable:**
- Experience of using social media to broadcast content and interact with students.
Personal abilities and qualities

**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.
- Ability to work under pressure and to deadlines whilst maintaining attention to detail and accuracy.
- Good planning, prioritising and organisational skills.
- Ability to work independently and to take the initiative to solve problems and deal with issues whilst recognising boundaries.
- Ability to approach tasks in a systematic and organised way and adapt quickly to change.
- Ability to liaise with people at all levels in an effective and professional manner both internally and externally.
- Good negotiation skills.
- The ability to work as part of a team and to collaborate effectively with colleagues.
- A commitment to excellent customer service and continuous improvement.

4. Special working conditions

**Essential:**
- You will occasionally be required to work in the evening or at weekends.
- You will work in an open plan office environment where many people may be talking on the telephone at the same time.
- You will need to wear a headset to work effectively on the telephone and for computer mediated conference facilities.
- You will be based in Manchester and will work with Careers and Employability Services across all OU locations.

5. Additional requirements

**Essential:**
- A sound understanding of and a commitment to equal opportunities and diversity.

6. 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
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 posts 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, Nottingham and Manchester, 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 promoting 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.
  - An Administration Team based in Nottingham and Milton Keynes who support all Careers and Employability Services staff.

Careers services are delivered by telephone, email, Skype, and via web resources. The careers website is at [www.open.ac.uk/careers](http://www.open.ac.uk/careers)
**Disabled Veterans Scheme**

The Disabled Veterans’ Scheme is hosted by Academic Services and is a Scholarships Fund offering 100 disabled veterans injured in, or due to, military service, access to free Open University education. This has been made possible through a range of bequests, donations and grant funding. In addition to free study, applicants will be offered further specialist careers and disability support. In the 2018-2019 intake we have been able to offer scholarships to fund 55 disabled veterans, studying a wide range of subject and level (undergraduate and post graduate). A further 50 will be provided and drawn in 2019.

The project involves a range of teams from across the University, working together to establish effective practices that will support the veterans with their disability and support them in completing their chosen qualification and achieving their career ambitions.

7. **How to obtain more information about the role or application process**

If you would like to discuss the details of this role further or ask any questions to clarify your understanding of it before making an application, please contact Paul Sheppard on 01908 653999 or email: paul.sheppard@open.ac.uk

If you have any questions regarding the application process please contact Rae Savill on 0161 9023611 or email: Resourcing-Hub@open.ac.uk

8. **The application process and where to send completed applications**

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>12:00 noon on Thursday 14 March 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>The Open University</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Rae Savill, Resourcing Assistant</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Academic Services</td>
</tr>
<tr>
<td>Address:</td>
<td>351 Altrincham Rd Wythenshawe 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:Resourcing-Hub@open.ac.uk">Resourcing-Hub@open.ac.uk</a></td>
</tr>
</tbody>
</table>

9. **Selection process and date of interview**

| The interview panel will be chaired by: | Paul Sheppard, Senior Careers and Employability Consultant (DVS), Careers and Employability Services |
The other members of the interview panel will be: Katie Weeds, Senior Careers and Employability Consultant, Careers and Employability Services
One other, TBC

The interviews will take place on: **Tuesday 26 March 2019**

The selection process for this post will include: An activity and a panel interview.

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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.

Applications received after the closing date/time will not be accepted.

If you do not hear from us by Friday 22 March you should assume that you have not been shortlisted for interview but we do thank you for your interest.