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>14985</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Engagement Support Coordinator</td>
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<tr>
<td>Reports to:</td>
<td>Engagement Support Team Manager</td>
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<tr>
<td>Salary:</td>
<td>£22,214 to 24,983</td>
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<tr>
<td>Terms and conditions:</td>
<td>Support Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>5</td>
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<tr>
<td>Duration of post:</td>
<td>Temporary contract until 31 July 2019</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours per week (full-time)</td>
</tr>
<tr>
<td>Location:</td>
<td>The Open University in Scotland</td>
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<tr>
<td>Closing date:</td>
<td>17:00pm, 24 August 2018</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Full</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:Scotland-Staffing-Coordinator@open.ac.uk">Scotland-Staffing-Coordinator@open.ac.uk</a></td>
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</table>
2. Summary of duties

Role purpose

The Engagement Support Coordinator is a pivotal member of a motivated and dedicated team, working within a group of staff engaged in various initiatives to widen access, support skills and workforce development, develop strategic communications and enhance the student experience.

Essential to the role is the coordination of operational and logistical management of activities, projects and events underpinning the work of three teams: External Engagement & Partnerships (EEP), More Students Qualifying (MSQ) and Communications (Comms). Much of the work undertaken is done in partnership with colleges, schools, third sector organisations, unions, employers as well as with other Higher Education Institutions and educational bodies across Scotland.

Summary of responsibilities

Engagement Support Coordinators work closely with the Senior Management Team, Partnership Managers and Partnership Officers and contribute to a broad portfolio of work.

They provide a high-level service through internal/external liaison work and by coordinating and administering a wide range of activities. These activities range from small scale initiatives to more complex project programmes as well as carrying out general administrative duties. Coordinators function as a cross-team resource delivering on high-profile projects, initiatives and events.

They also play a key role in the coordination and delivery of The Open University in Scotland’s programme of cultural, academic and external events at locations across Scotland, as well as strategic communications campaigns.

Specific responsibilities

- To provide all aspects of project administration including:
  - Act as a lead point of contact for specified work streams, external partners and other stakeholders. To liaise and work closely with other OU staff and units across the University.
  - Contribute to the planning and organisation of projects and initiatives.
  - Organise large meetings and help with preparations.
  - Generate, compile and collate data from a range of database packages in compliance with General Data Protection Regulations (GDPR). Conduct detailed checking and verification of data.
  - Contribute the preparation of reports for publication and presentation. This includes editing, fact-checking, ensuring consistency of presentation, and creating graphs and tables.
  - Contribute to the design, development and publication of leaflets, posters, newsletters and any other promotional materials.
  - Contribute to external and internal communications activities
  - Log, track and monitor contractual paperwork for staff employed on projects.

- Events coordination: manage operational and logistical aspects for delivering on a large portfolio of events (approx. 90 per year).

- Handle finance work such as purchasing, processing invoices; logging and monitoring budgets & resolving queries.

- Manage a range of publications, documents and materials; to be responsible for mailings and ordering
new stocks as required.

- Maintain existing administrative systems, procedures; develop new ones as appropriate.
- Maintain and develop cross team Management Information (MI) processes.
- Proactively respond to relevant changes in policies, procedures and University directives.
- Support the Engagement Team Manager during peak times and to cover absence. In addition, staff members provide cover for each other as necessary and provide reception cover during the absence of Support Services staff.
- The role holder may be required to undertake any other duties reasonably required as within the nature of the duties and responsibilities of the role.

All staff are expected:

- 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.

3. Person specification

Requirements  (E = Essential/ D = Desirable)

Education, qualifications and training

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<tr>
<th>Essential:</th>
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<tr>
<td>Education to Higher grade (SCQF6) or equivalent, including English and Maths.</td>
<td>Excellent ICT skills and a commitment to developing a high level of proficiency in the use of new ICT tools, communication methods and online working practices.</td>
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Desirable:

Knowledge, work and other relevant experience

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<tr>
<th>Essential:</th>
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<tr>
<td>Experience working in an office environment with a high level of accuracy and a high standard of literacy and numeracy.</td>
<td>Experience of working as part of a team focused on achieving outcomes across a portfolio of activities.</td>
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<tr>
<td>A well-developed knowledge and practical experience of spreadsheets, manipulation of data, word-processing, databases, and web-based information systems.</td>
<td>Experience and confidence in working with complex data sets and interpreting results for other colleagues.</td>
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<td>An aptitude for design and document layout.</td>
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Desirable:  
- Understanding of the needs of adult learners.
- Understanding of the wider Scottish Higher Education context.

**Personal abilities and qualities**

Essential:  
- Excellent interpersonal skills. Ability to communicate tactfully and courteously with a broad range of people including internal and external partners.
- Excellent oral and written communication skills, high degree of numeracy.
- Ability to respond flexibly to wide-ranging requests for information and service, demonstrate openness and interest, and maintain a willing and helpful attitude.
- Ability to prioritise tasks and organise own workload and to also work independently and act on own initiative.
- To work accurately, make timely decisions and remain effective under pressure.
- Ability to assimilate, understand, implement and operate complex information and procedures.
- A willingness to embrace change and be receptive to new ideas.
- A commitment to the ideals of The Open University, including issues of equality and diversity.

Desirable:

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

There will be an occasional need to work evenings or weekends to support events as well as an occasional need to travel in Scotland to other OU locations in the UK.

**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:

Four central sub-units based at Walton Hall, Milton Keynes

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

- Three Nation Offices in Scotland (Edinburgh), Wales (Cardiff) and Ireland (Belfast).
- Four Student Recruitment and Support Centres

Academic Services is led by the Director of Academic Services who reports to the University Secretary.
Access, Careers and Teaching Support (ACTS)

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

- Associate Lecturer Services
- Associate Lecturer Support and Professional Development
- Careers and Employability Services
- Widening Access and Success Services

THE OPEN UNIVERSITY IN SCOTLAND

With nearly 15,000 students, The Open University (OU) is Scotland’s leading provider of part-time higher education. Some 40% of Scotland’s students studying part-time at undergraduate level with a higher education institution study with the OU.

The cornerstone of the OU’s mission to be open to all and our open entry system allows us to offer the opportunity for study to people from all backgrounds and sections of the community. For example, more than one third of our undergraduate students had qualifications below standard university entrance level when they joined the OU. We are also Scotland’s main provider for students with disabilities, teaching 10% of all disabled students in higher education.

Our reach is nationwide, and Open University students can be found in virtually every postcode district and community in Scotland. Hundreds of Scotland’s blue chip employers such as Scottish Power, Standard Life and Royal Bank of Scotland sponsor their staff to study with us. Through our courses and qualifications in areas such as health and social care, education, and business and management, the OU is playing a major role in the training and professional development of Scotland’s workforce across the public, private and voluntary sectors.

Today e-learning is an integral part of the OU’s course delivery and our student support services; from online discussion groups and conferencing, to electronic assignment handling and dedicated course websites. By being online, even those living in the most isolated areas of the country are able to participate in a truly interactive learning environment.

The OU is an integral part of the Scottish higher education community and actively involved in the development of HE policy alongside all other higher education institutions in Scotland. Since 1 April 2000, the teaching of OU students living in Scotland has been funded by the Scottish Funding Council for Further and Higher Education.

The 130 academic, administrative and secretarial and clerical staff at the OU’s office in Edinburgh offer an extensive range of support and specialist advice services to students in Scotland. The core function of the office is to manage the University’s business in Scotland. This includes managing relationships with government and other external bodies, the research and development of learning and the recruitment and retention of students in Scotland, as well as the employment, support and staff development of the 500 Associate Lecturers who deliver the University’s teaching programmes. The office also provides advice, guidance and learning support to prospective and existing students including a programme of outreach events; administers examinations; organises an annual graduation ceremonies and promotes the University and its courses within Scotland. We have been voted as the top university in Scotland for student satisfaction for nine years.

More information can be obtained from the OU web site at www.open.ac.uk/scotland.
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 Kenny Stewart on 0131 549 7961 or email Kenny.Stewart@open.ac.uk.

If you have any questions regarding the application process please contact the Staffing Co-ordinator by email: Scotland-Staffing-Coordinator@open.ac.uk.

7. The application process and where to send completed applications

Your covering letter or statement should clearly identify how you meet the criteria in the person specification if you have not already provided this information on the application form. Please ensure that you provide relevant examples as evidence to support your statements. The selection panel will consider how well the information you provide demonstrates that you meet the criteria identified in the person specification.

| Please ensure that your application reaches the University by: | 17:00pm, 24 August 2018 |
| Post it to: | The Open University in Scotland |
| Name/Job title: | Staffing Co-ordinator |
| Department/Unit: | Support Services |
| Address: | 10 Drumsheugh Gardens, Edinburgh |
| Post Code: | EH3 7QJ |
| Or e-mail your application to: | Scotland-Recruitment@open.ac.uk |

8. Selection process and date of interview

The interview panel will be chaired by: Kenny Stewart, Communications and Policy Manager

The other members of the interview panel are expected to be: Kitty Chilcott, Partnerships Officer
Louise Mann, Engagement Support Coordinator

The interviews will take place on: Week commencing 10 September 2018

The selection process for this post will include A short exercise lasting up to one hour and an interview with the panel lasting up to one hour.
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 will not be accepted.

Expenses incurred for travelling to the interview will not normally be reimbursed by the University.