## 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><strong>Vacancy reference</strong></th>
<th>14031</th>
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<tbody>
<tr>
<td><strong>Job title:</strong></td>
<td>Employability Adviser</td>
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<tr>
<td><strong>Reports to:</strong></td>
<td>Senior Careers and Employability Consultant</td>
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<tr>
<td><strong>Salary:</strong></td>
<td>£22,214 to £24,983</td>
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<tr>
<td><strong>Terms and conditions:</strong></td>
<td>Secretarial and Clerical</td>
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<tr>
<td><strong>Grade</strong></td>
<td>GR5</td>
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<tr>
<td><strong>Duration of post:</strong></td>
<td>Permanent</td>
</tr>
<tr>
<td><strong>Working hours:</strong></td>
<td>37</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>Milton Keynes</td>
</tr>
<tr>
<td><strong>Closing date:</strong></td>
<td>Midday on Thursday, 26 October 2017</td>
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</table>

**Type of application form accepted:** 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. **CVs will not be accepted without an application form.**

**Number of referees required:** 2

**Unit recruitment contact:** SS-STS-Recruitment@open.ac.uk
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, alumni and faculties, and providing administrative support to projects and events. CES staff are based across the UK – Employability advisers are based in Nottingham and Milton Keynes.

The key duties are:

1. To deliver information and advice to students 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, including supporting the organisation and promotion of forums and webinars.
4. To support Careers and Employability Consultants with curriculum development work, undertaking research and drafting reports.
5. To assist in the monitoring of the impact of Careers and Employability Services by collecting and collating data.

Main Responsibilities

1. To deliver one-to-one careers information and advice to students and alumni 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 and alumni 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 Careers and Employability Consultants in the development of CEIAG services for students and alumni 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 different student cohorts. This will include researching and preparing new content in liaison with other CES staff.

   The role holder will be expected to develop faculty specific knowledge in terms of course provision and key careers and employability issues to support these CEIAG activities with students and alumni and to support Careers and Employability Consultants’ development activities. Specialist knowledge will concentrate on, but not be limited to, a specific area of study such as a Faculty, or a specialist student cohort such as students of one or more nations, or students with Diversity needs.
3. To work as part of a flexible rota, under the leadership of the Administration and Triage Manager, to triage student enquiries and referrals in a networked careers queue across CES, using judgement and expertise to ensure needs are identified and addressed, referring to Careers and Employability Consultants or other colleagues as appropriate.

4. To work with other CES colleagues to establish and maintain effective relationships within faculties and Student Recruitment and Support Centres 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 and alumni, for example through contributing ideas and content for CES social media accounts and liaising with external professional bodies to source and update careers and employability related information.

6. To assist in the collection and collation of data and feedback from service users. To undertake data analysis to create statistical feedback to identify and report the impact and usage of CES, 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 Consultants and Administration & Triage Manager.

### 3. Person specification

#### Requirements  (E = Essential/ D = Desirable)

**Education, qualifications and training**

- A good standard of general education including GCSE Maths and English grade C or above, or equivalent. (E)
- NVQ Level 2 or 3 in Customer Care or Information and Advice - or equivalent. (D)

**Knowledge, work and other relevant experience**

**Essential:**

- Experience of answering diverse queries, using a wide range of sources and platforms including social media.
- Experience of providing information and advice and the ability to transfer this experience to a Higher Education careers and employability context.
- 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.
- Experience of using social media to broadcast content and interact with customers.
- 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:**
- At least one year’s experience in a customer service environment, involving liaison and communication with external organisations.

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

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

- Role holder will occasionally be required to attend meetings/events at locations other than their usual place of work.
- The role holder may occasionally be required to work outside normal office hours.

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
- Three National Centres based in Scotland, Wales, Ireland
• Nine English locations (currently transitioning to three sites in Milton Keynes, Nottingham and Manchester)

Academic Services is led by the Director of Academic Services who reports to the University Secretary. The Academic Services unit is divided into four functional areas as follows:

• Access, Careers and Teaching Support
• Assessment, Credit and Qualifications
• Student Support
• Office of the 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 www.open.ac.uk/careers

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 Beverley Mason by email: beverley.mason@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

| Please ensure that your application reaches the University by: | Midday on Thursday, 26 October 2017 |
| Post it to: | The Open University |
| Job title: | Staffing and Recruitment Support Assistant |
| Department/Unit: | Academic Services |
| Address: | Frank Henshaw Building Hammerwood Gate Kents Hill Milton Keynes |
| Post Code: | MK7 6BY |
| Or e-mail your application to: | SS-STS-Recruitment@open.ac.uk |

8. Selection process and date of interview

The interview panel will be chaired by: Beverley Mason, Senior CES Manager (Student Operations)

The other members of the interview panel will be: To be confirmed.

The interviews will take place on: Wednesday, 8 November 2017

The selection process for this post will include An activity either before or during a panel interview. Details will be provided in the letter inviting shortlisted candidates to 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.

If you do not hear from us by **3 November 2017** 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.