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>14753</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Director of Assessment, Credit and Qualifications</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Director of Academic Services</td>
</tr>
<tr>
<td>Salary:</td>
<td>£86,051 - £99,066</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
</tr>
<tr>
<td>Grade</td>
<td>SS3</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Noon, Friday 15 June 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Short Application Form</td>
</tr>
<tr>
<td></td>
<td>Please include a CV and covering letter of no more than 2 sides of A4 detailing how you meet the person specification</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Three</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Gemma Godfrey, Recruitment Manager 01908 652639 or email <a href="mailto:human-resources-recruitment@open.ac.uk">human-resources-recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

**Purpose Statement**

Academic Services is the largest Unit of the University and is responsible for promoting the effective operational delivery of services to students and Associate Lecturers. Academic Services is comprised of four Units each led by a Director: Assessment, Credit and Qualifications, Access, Careers and Teaching Support, Student Recruitment and Fees and Student Support.

The Director of ACQ is responsible for a headcount of 108 (101.32fte) and a budget of £10.5m (consisting of £810k income, £4.7m staff, £3.7m Fee paid staff, £2.9m non-staff). They are responsible for ensuring that University policy and procedures are applied to protect the University's academic standards and for reporting the maintenance of standards to governance.

The Director of ACQ provides a clear vision and direction that will promote continuous improvement, innovation and agility in the service delivery, administration, processing and quality assurance processes for the award of HE Credit and Qualifications and for the provision of Degree Ceremonies.

**Overview of the Role**

The Director of ACQ:

- leads and has functional accountability for the development and delivery of Assessment, Credit and Qualifications and for contributing to the development of assessment and completion policies and related student regulations.
- works closely with academic staff to deliver assessment strategies and alongside the Pro-Vice-Chancellor Learning Teaching and Innovation to develop institutional assessment policy.
- leads the development and maintenance of the multiple IT systems that support the provision of assessment and qualifications services and works with IT to agree priorities for systems development and maintenance.
- contributes to the University at senior management level taking on institutional responsibilities as required and is expected to keep abreast of HE sector wide developments in the award of credit and qualifications and to represent the University as required.

**Duties**

- Represent ACQ in the University and in the HE sector.
- Ensure that strategies and resourcing for ACQ are effectively coordinated within the overall strategic framework of Academic Services and the University.
- Establish and maintain clear and measurable strategic plans, budgets and targets, and robust and fit-for-purpose operational procedures across ACQ, deliver measurable service improvements and ensure that all elements of the service represent the best value for money.
- Provide ACQ with high-quality and empowering leadership, line-managing the staff of Assessment, Credit and Qualifications taking account of the need for appropriate consistency across Academic Services Units.
- Embed a culture of continuous improvement, and foster strong teamwork within ACQ, with other units of Academic Services and with other University units.
- Work with IT to ensure delivery and development of systems required by ACQ to deliver services to students and Academic Units.
- Ensure that the processes that lead to the award of HE credit are robust and compliant with University policy including the supporting of and reporting to the decision making governance bodies with the responsibility for the award of HE credit and Qualifications.
- Be responsible for the services that ensure that the bodies in the University’s awarding structures are provided with the data, policy and guidance to undertake their role in the award of HE credit and the determination of module results.
- Accountability for the services that ACQ provides and for compliance with both University policy and HE sector policy with particular responsibility for the quality assurance standards related to the award of HE credit and Qualifications, reporting to governance bodies on the maintenance of standards.
- Work closely with faculties to ensure the delivery of University assessment and qualification policy and associated services to students.
- Maintain strong relationships with the leadership teams in the Faculties.
- Work closely with the Learning, Teaching and Innovation Unit to develop University policy in the area of assessment and with the Academic Policy and Governance Unit on related student regulations.
- Be a pro-active member of the Academic Services Leadership Team.
- Deputise for the Director Academic Services when required.
- Play a full part, as a member of the Senior Team and as a member of University Committees, in the overall leadership, management and governance of the University, and promote agreed strategies, policies and objectives to internal and external communities.

3. Person specification

<table>
<thead>
<tr>
<th>Requirements (E = Essential/ D = Desirable)</th>
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### Education, qualifications and training

- **Essential:** First degree or equivalent
- **Desirable:** Postgraduate qualification in a relevant area

### Knowledge, work and other relevant experience

- **Essential:**
  - A strong track record of delivering services at scale, to a fixed timetable in a compliance environment.
  - A track record of staff management at an appropriate scale.
  - Relevant experience of delivering services in partnership with academic colleagues.
  - Experience of delivering services through systems and automated processes and of managing business user responsibilities.
  - Experience of decision making based on data.
  - Experience of strategic resource management at an appropriate level.
  - Experience of a risk based approach to decision making.

- **Desirable:**
  - Relevant track record of service delivery in an HE context.
  - Experience of sector wide assessment development through membership of HE sector bodies.
  - Experience of decision making based on data in an HE environment.

### Personal abilities and qualities

- **Essential:**
  - Strong influencing, negotiation and communication skills.
  - Strong numeracy, statistical and analytical skills.
  - The ability to lead and manage in an environment with multiple stakeholders.
The ability to lead, develop and communicate operational plans that will deliver robust and effective services to students and faculties using project methodology where needed.

The ability to work within a regulatory and compliance framework and to articulate its potential as a tool for continuous improvement.

Commitment to the highest standards of professional service delivery combined with an ability to anticipate and address evolving developments of assessment and qualification policy in the University and sector.

Credibility with staff from Academic Units and Professional Services Units.

Experience in senior management, including the use of relevant management information to monitor and drive performance.

The ability to identify and innovative and to deliver performance that delivers best value for money.

Communication and influencing skills; the gravitas and experience to represent Academic Services to the relevant communities within the institution, and to relevant national and international bodies and organisations.

A commitment to the mission and values of The Open University and an understanding of the transformational impact of education.

Desirable:

4. Role specific requirements e.g. Shift working

N/A

5. About the unit/department

**Academic Services**

The Academic Services unit sits within the Professional Services Portfolio of the University Secretary. Professional Services encompasses a number of functional areas headed by the following Directors:

- Group Finance Director
- Director of Academic Services
- Director of Academic Policy and Governance
- Director of Audit
- Chief Information Officer

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 the Executive Deans in the academic units, colleagues in Marketing and IT. The Open University is the only higher education institution which operates in each of the four nations with the UK.

Approximately 900 staff are employed by Academic Services at or through, four central sub-units based at Walton Hall, Milton Keynes, including two SRSCs, a further two SRSCs are based in Nottingham and Manchester.

Academic Services is led by the Director of Academic Services. The unit is divided into four functional Units as follows:

- Access, Careers and Teaching Support
- Assessment, Credit and Qualifications
- Student Support
- Student Registration and Fees
There is also a small team supporting the Directorate in the Office of the Director Academic Services. This team co-ordinates activities on behalf of the Director and manages the Unit wide planning and resourcing processes, the relationship with OUSA, student consultation and engagement.

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 Mary Kirby on ext. 55288 or email: mary.kirby@open.ac.uk

If you have any questions regarding the application process please contact Gemma Godfrey on 01908 652639 Human-Resources-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>Noon, Friday 15 June 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>Human Resources Recruitment</td>
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<tr>
<td></td>
<td>The Open University</td>
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<tr>
<td></td>
<td>Walton Hall</td>
</tr>
<tr>
<td></td>
<td>Milton Keynes</td>
</tr>
<tr>
<td></td>
<td>MK7 6AA</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Gemma Godfrey, Recruitment Manager</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:Human-resources-recruitment@open.ac.uk">Human-resources-recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

<p>| The interview panel will be chaired by:                       | Mary Kirby, Acting Director of Academic Services |
| The other members of the interview panel will be:             | Margaret Jolley, Senior HR Business Partner, Academic Services |
|                                                           | David Knight, Director, Access Careers and Teaching Support |
|                                                           | TBC |
| The interviews will take place on:                           | Thursday 28 June 2018 |
| The selection process for this post will include             | Interview plus 10 minute presentation (topic to be confirmed to shortlisted candidates) |</p>
<table>
<thead>
<tr>
<th></th>
<th>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.</th>
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</table>