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>14532</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Educational Advisor</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Manager Student Support (IAG)</td>
</tr>
<tr>
<td>Salary:</td>
<td>£32,548 - £38,833</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
</tr>
<tr>
<td>Grade</td>
<td>GR7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Fixed Term until 31 March 2019</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>Midday on 29 March 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Long Version with covering letter (no more than 1,000 words) on how you meet the person specification</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:ss-sts-recruitment@open.ac.uk">ss-sts-recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

The role holder will work within the Student Recruitment and Support Centres (SRSC), with a focus on helping students and prospective students of the curriculum area of an individual Student Support Team (SST) within a Faculty, to make study choices leading to successful progression, qualification completion and customer satisfaction. The key duties are:

1. To provide proactive educational support, working within a particular SST as an SST subject matter expert, through provision of guidance and complex educational support to students and potential students, individually and in groups (e.g. on forums) on a wide range of queries to maximise student success.

2. To act as a point of contact for reactive queries and requests for guidance and complex educational support received via a variety of channels, using an appointment system as required

3. To offer most aspects of educational support across all SSTs within their Central Academic Unit (CAU) over time. Where necessary to refer on to other staff with specialist expertise, as part of the Information, Advice and Guidance (IAG) model, making interactions with The Open University as effortless and seamless as possible

4. To offer IAG skills and knowledge leadership, training and development to all SRSC staff within an SST’s specialism, and to make a significant contribution to the delivery and development of the University’s Student Recruitment and Support Service with a focus on IAG to promote student retention, progression and satisfaction. (Note: expected to equate to 20% of time over the year)

Main Responsibilities

1. To provide direct delivery of guidance and complex educational support to students and potential students of an SST in registration and study with The Open University, through both proactive and reactive contact via a number of channels including inbound and outbound phone calls, emails, letters, online webchat, online forums and social media, and face to face:
   - Act as the point of escalation, including via hot transfers and pre-booked appointments, for students and potential students requiring guidance and complex support, using judgement and professional expertise.
   - Assess queries and ensure that other specialist support needs are identified and addressed, referring on where appropriate.
   - Accurately record and maintain student and enquirer details and discussions on University systems and databases
   - Guidance and complex educational support may also be provided to groups of students and/or potential students, through other channels such as an online environment, e.g. moderating forums.

2. Leadership of areas of special responsibility, relating to SST specialisms and particular student groups:
   - Sharing responsibility for the quality of services by working across organisational boundaries and contributing to development and application of SST appropriate quality standards across the SRSC.
• Act as a champion, local knowledge expert and relationship contact point for appropriate specialist/centralised areas e.g. for disabled students
• Coaching and mentoring SRSC staff about their specialisms.
• Developing IAG resources and communications on behalf of their SST and as an IAG professional to support the SRSCs in delivering service quality
• Contribute to the design, development and evaluation of online and other written information, materials and systems to meet operational needs.
• Monitor, evaluate and deliver services and implement procedures to assure the continuous quality and improvement of services to students and potential students.

3. Contribute to the design and delivery of staff development relating to their specialisms:

• Support induction and staff development and training across SRSC, Associate Lecturers (ALs), other academic staff and other role holders as appropriate, in relation to IAG, students’ educational support and improving information and advice within an SST.
• Deliver training to ALs and to other academic staff relating to the role of guidance and generic support to students including on legislation, policies and procedures.

4. Significantly contributing to the development of the University’s Student Recruitment and Support Service with a focus on IAG to promote student retention, progression and satisfaction through, for example:

• Involvement in or management of projects e.g. online information and advice tools.
• Communications to student and potential students.
• Representation on University groups.
• Developing support within new and existing student support structures.

5. To continually develop skills and knowledge to maintain and improve personal performance, adopting evolving business practices and procedures:

• Undertaking all duties in accordance with internal policy and external legislation.
• Working with Senior Manager, Student Support (IAG) to understand personal performance and areas for development.
• Providing feedback to contribute to colleague’s performance development.
• Accepting feedback from colleagues to improve personal skills and knowledge.

6. To assist proactively in the development and continuous improvement of good internal and inter team working and services provisions:

• Participating in team meetings and developmental activities.
• Contributing to business improvement ideas and initiatives, making recommendations to Managers as appropriate.
• Showing initiative in helping the team to run smoothly, working and supporting other teams as required.
• Undertaking other activities as directed by Managers.
### 7. Person specification

**Education, qualifications and training**

**Essential:**
- A degree or equivalent qualification
- A relevant professional qualification and/or evidence of training and continuing professional development in Guidance

**Desirable:**
- NVQ Level 4 in Advice and Guidance

**Knowledge, work and other relevant experience**

**Essential:**
- Considerable experience of providing IAG to a range of diverse groups of customers, preferably students in adult, further or higher education.
- Knowledge of and commitment to equal opportunities and diversity.
- Awareness of the HE environment and government policies as they might impact on the University.
- Experience of working to personal, team and organisational targets.

**Desirable:**
- Experience of inbound and outbound calling in a complex customer services environment.
- An understanding of the needs of HE students.
- An understanding of the issues affecting student retention and progression in HE

**Skills, capabilities and qualities**

**Essential:**
- Advice and guidance skills developed to support students’ autonomy and decision making, using techniques in negotiating, enabling, advocating and challenging.
- Highly developed oral and written communication skills to convey complex information to a range of audiences.
- High level interpersonal skills including liaison, networking, negotiation and team working.
- Ability to operate as part of a virtual team using complex workflow systems.
- Ability to work within and across a range of teams.
- Ability to develop and deliver training to a wide range of staff.
- Confident computer skills sufficient to use IT systems effectively and to deliver guidance in an electronic world.
- Good planning and organisational skills including the ability to work...
autonomously and manage high volumes of work.

- The ability to analyse and develop data, processes, roles and responsibilities to improve services and respond to change.
- Commitment to and role model for the University’s values.

**Desirable:**

- Motivation and commitment to the continuous improvement and development of the service, to deliver to high volumes of students and potential students.
- High levels of initiative and a willingness to take ownership of issues and resolve them.
- Ability to think creatively to resolve complex problems.
- A flexible and positive attitude to change.
- Ability to keep calm and maintain a sense of perspective when dealing with challenging students and potential students.
- Commitment to own personal development and a willingness to keep up to date with developments in IAG.

**Additional requirements**

**Essential:**

- Takes action when appropriate, to seek and deliver solutions to problems as they arise.
- Recognises personal impact on others and maintains a professional manner at all times.

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

The role holder will be required to work to an agreed pattern, between the hours of 8.00am - 8.00pm Monday to Friday and Saturdays 9.00am to 5.00pm, as directed by business demands.

Please note that leave in the busy peak periods is severely restricted. Current peak periods are August, September, October and January.

Role holder may be required to attend meetings/events at various venues across the UK for business, training and evaluation purposes.

Role holder will be working as part of complex workflow system.

Appropriate office equipment will be provided to facilitate effective working on the telephone and for Skype/Lync conferencing.
## 5. About the unit/department

### ACADEMIC SERVICES

The most crucial interactions and relationships with 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 with the primary focus of Academic Services being to deliver an outstanding support service to our diverse and distributed student body.

Our staff work in five central units based in Milton Keynes:

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

### Student Support

The unit offers strategic and operational leadership in supporting OU students. The unit is responsible for the delivery of frontline services to students along with the 'back office’ functions required to ensure that student support is delivered in an efficient and timely manner that meets appropriate quality standards. Led by Pat Atkins, Director the unit is organised as follows.

There are four, Faculty-aligned SRSCs (Student Recruitment and Support Centres)

<table>
<thead>
<tr>
<th>SRSC (STEMA)</th>
<th>based in Manchester, supporting the Science, Technology, Engineering, Maths and Access (STEMA) faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRSC (WELS)</td>
<td>based in Nottingham, supporting the Wellbeing, Education and Language Studies (WELS) faculty</td>
</tr>
<tr>
<td>SRSC (FASS)</td>
<td>based in Milton Keynes, supporting the Faculty of Arts and Social Science (FASS)</td>
</tr>
<tr>
<td>SRSC (FBL)</td>
<td>based in Milton Keynes, supporting the Faculty of Business and Law (FBL)</td>
</tr>
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</table>

The SRSC operation is supported by the **SST (Student Support Team) Hub** and **Planning and Resources Team** both based in Milton Keynes.

## 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 Susie Hancock, Senior Manager Student Support (IAG) on 01908 664168 or email: susie.hancock@open.ac.uk

If you have any questions regarding the application process please contact Christine Hobbs on 01908 658503 or email: SS-STS-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>Midday on 29 March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>The Open University</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Staffing &amp; Recruitment Support Assistant</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Academic Services</td>
</tr>
<tr>
<td>Address:</td>
<td>Frank Henshaw Building Hammerwood Gate Kents Hill</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6BY</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:SS-STS-Recruitment@open.ac.uk">SS-STS-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Anita Gnagnatti, Senior Manager Student Support (IAG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>Shortlisted candidates will be advised of panel members</td>
</tr>
<tr>
<td>The interviews will take place</td>
<td>11 April 2018</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>Pre-interview activity followed by interview with Panel</td>
</tr>
</tbody>
</table>

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 **5 April 2018** 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.**