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>14553</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Assistant Director, Student Experience. Learning &amp; Teaching (Wales)</td>
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<tr>
<td>Reports to:</td>
<td>Director, The Open University in Wales</td>
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<tr>
<td>Salary:</td>
<td>£50,618 - £56,950 per annum, according to qualifications and experience</td>
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<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
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<tr>
<td>Grade</td>
<td>9</td>
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<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours per week</td>
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<tr>
<td>Location:</td>
<td>Academic Services, based in Cardiff</td>
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<tr>
<td>Closing date:</td>
<td>12 noon, 6 April 2018</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Standard application form</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:Wales-Recruitment@open.ac.uk">Wales-Recruitment@open.ac.uk</a></td>
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</tbody>
</table>
2. Summary of duties

The Assistant Director, Student Experience, Learning & Teaching will be a key member of The Open University (OU) in Wales’ senior team as we work together to ensure that a growing number of learners in Wales recognise and enjoy the benefits of part-time distance learning with the Open University.

Your focus will be to provide leadership for The Open University in Wales’ for all aspects of our activity which promote and deliver a fulfilling experience for our learners. You will work closely with academic and professional staff in The OU in Wales and the wider University to develop our support and service to students, and to enhance our learning and teaching offer. The Open University is committed to making higher education open to all and providing a seamless journey for students and supporting their learning success, regardless of their background or previous educational qualifications and you will ensure that our activities in Wales are focused on this core mission.

**Student Number Planning, Fees & Funding**

You will maintain an oversight of the external environment and policy developments in student fees & support in Wales and in the UK, liaising with the Welsh Government, Higher Education Funding Council for Wales and Student Finance Wales; also acting as the lead for OU in Wales on relevant sector groups.

You will understand systems of student and institutional support in Wales, knowing how learners and study can be funded, including fees, grants, loans, allowances and fee waivers, and have the skills and ability to influence future developments and contribute to national debate.

You will apply your expert understanding to develop practices and policies within The Open University in Wales and the Open University in the UK, ensuring that our internal policies and procedures have due regard to national differences in student funding and support and meet all regulatory obligations in this respect.

You will monitor our student numbers in Wales and work with colleagues in the Open University to forecast and plan future growth, developing and sharing our business intelligence to shape and focus our work.

**Recruitment, Progression and a fulfilling student journey**

You will provide strategic oversight to our Student Recruitment & Support service in Wales, a 20+ member team, and will support the Senior Manager to deliver a high quality service to prospective and current students that is responsive to their needs and anticipates and plans for changing demand.

A key aspect of the role is student retention and progression, and the University’s More Students Qualifying work stream (MSQ) is developing and driving fresh approaches in this area. You will act as the lead on this for The OU in Wales, and work closely with the faculties and colleagues in the OU nationally to better support successful learner journeys.

Enhancing careers advice and employability is a key feature of our Students First strategy and the post-holder will act as the principal link with the University’s Careers and Employability Services ensuring the relevance and appropriateness of the service for students in Wales.

Working closely with colleagues both in Wales and Milton Keynes, you will ensure that the intelligence and learning we gain from our work in Student Recruitment & Support feeds in to future planning and development, with the aim to grow student numbers both through new learners, and supporting continuing students through to qualification.

**Innovation, curriculum and quality**

You will maintain an oversight of the external environment and policy developments in the learning and teaching arenas in Wales, liaising with the Welsh Government and HEFCW as appropriate and representing the OU at Universities Wales’ committees and practitioner groups in this area.
Working with the Assistant Director. Strategy & Development you will provide strategic input for learning and teaching initiatives that involve partnership with other bodies including HEIs, FE colleges, schools, employers, unions etc. You will have an excellent understanding of the Credit and Qualifications Framework for Wales and ensure that students joining the OU through partnership routes in Wales are properly recognised and credited for their learning.

You will seek opportunities to initiate, seek funding for, undertake, supervise and evaluate innovative pilot projects in Wales, working with academic colleagues; with the view to upscaling if appropriate.

You will act as the principal link for Wales with the University faculties, and will develop a thorough understanding of the University’s curriculum, processes and delivery methods. You will contribute to the University’s Student First Transformation programme, providing insights from a nation perspective in areas relevant to your portfolio, focusing on how the University can provide a more consistent and even higher quality student experience.

Tutorial and teaching delivery support is provided to students through our large network of Associate Lecturers. You will work with the Associate Lecturer Support and Professional Development Team (ALSPD) to support the professional development of associate lecturers in Wales, advising the Director, Wales on policy issues relating to learning and teaching and development of associate lecturers.

A commitment to, and understanding of widening access to higher education and a familiarity with the Welsh and UK policy higher education landscape as it relates to access, will be essential in the role. You will lead on ensuring that The OU in Wales plays a key role in promoting the benefits of part-time study in order to widen access to higher education, and will drive the development of pathways between informal and formal accredited learning, from access modules and open educational resources into accredited programmes, to support our widening access work.

You may be asked to deputise for the Director from time to time, and will be expected to represent The Open University in Wales in various working groups, consultative bodies and forums both in Wales and more widely in the UK.

3. Person specification

Requirements  (E = Essential/ D = Desirable)

### Education, qualifications and training

<table>
<thead>
<tr>
<th>Essential:</th>
<th>• Undergraduate degree.</th>
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<td></td>
<td>• Evidence of up-to-date engagement with continuing professional development activities relevant to the role.</td>
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<tr>
<td>Desirable:</td>
<td>• Postgraduate qualification in a discipline relevant to the role.</td>
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### Knowledge, work and other relevant experience

| Essential: | • Experience of working at a senior level in either HE/FE or a skills and training organisation, including responsibility for at least one aspect of Student Services (e.g. access initiatives, student recruitment, IAG, or retention). |
### Essential:
- Project management experience and evaluation, including managing staff and resources and the preparation and management of budgets.
- Directly relevant work experience at a strategic level involving the practical application of education knowledge and organisational skills.
- A good understanding of the principles and skills of learning and teaching in the context of adult/open/distance education and/or skills and training/workplace learning.
- Awareness of the external environment and government(s) policies as they impact on further and higher education in Wales.
- Experience of leading cross functional teams to achieve results; building and leading collaborative partnerships of multiple stakeholders.
- Experience of Service Design and end-to-end process management, including demonstrable experience of leading service improvement for students.
- Experience and understanding of educational research and evaluation, especially as it pertains to disadvantaged groups.
- Experience of, writing, submitting and managing funding applications.
- Ability to interpret and use data from multiple sources in support of projects, partnerships and funding applications.

### Personal abilities and qualities

- Excellent written and oral communications skills.
- Excellent interpersonal skills, including influencing and relationship building.
- A strong communicator and with extensive networks in either HE/FE; or skills and training organisations.
- A commitment to access and widening participation in Higher Education as well as to equality and diversity principles.
- Readiness to introduce and lead change.
- Proven ability to lead across multi-disciplinary teams, including colleagues without direct line management relationships.
- Proven ability to build a positive and inclusive working environment, role modelling behaviours that are consistent with organisation values.
- A record of engagement and scholarship and/or research in one or more of; access and retention, the learner journey, careers and employability.
**Additional Requirements**

| Essential: | • An understanding and empathy with working in a bilingual environment |
| Desirable: | • Oral and written Welsh language skills for professional situations |

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

The post-holder will be required to travel regularly within Wales, to Milton Keynes and occasionally elsewhere.

**5. About the unit/department**

**THE OPEN UNIVERSITY IN WALES**

The Open University in Wales is responsible for delivery of academic and support services to students and enquirers right across the country. It is funded through student fee income and by support from the Higher Education Funding Council for Wales and serves approximately 7,500 students.

Our Cardiff office is the base for more than 80 members of staff working for The Open University in different functions, including:

- The Director for Wales and deputies with overall responsibility for the leadership and oversight of the work of the Open University in Wales, including that delivered by faculty staff based in Wales;
- Academic staff, managers and coordinators from our Faculties and Schools, developing curriculum, supporting and co-ordinating teaching and ensuring that there is a Welsh perspective in the academic developments of the University;
- Our Student Recruitment and Support (Wales) team working to ensure the successful delivery of services and support to students across all activities;
- Staff engaged in external affairs, marketing, widening access and employer engagement, seeking to grow our collaboration agenda in Wales and tell our story to a wider public;
- The UK-wide Venue Management Team, which is responsible for venue procurement and management activities for all OU tutorials, examinations and ad hoc meetings in the UK and Continental Europe;
- Our team of Operations and Support staff, who make sure we run smoothly and effectively on a day-to-day basis.

The Open University is committed to sustaining a powerful and visible presence in Wales, working closely with other educational providers and organisations to offer high quality part-time higher education opportunities via distance learning. The University is focused on working with the Welsh Government and the Funding Council in meeting the economic, social and cultural needs of the Wales.

This is an exciting time to join the University, as it transforms its UK-wide operations, and refreshes its academic approach. Wales-based staff are involved in planning and organising large-scale operations, using technology to produce materials and information, and effectively managing resources to produce and deliver services to
schedule. All staff are concerned with the maintenance and improvement of our high standards of support to individual students and have a strong customer service ethos.

The Open University in Wales is located at 18 Custom House Street, Cardiff. This is a five-minute walk from Cardiff Central train and bus stations. Given its city centre location there is no parking available but there are numerous car parks nearby. For further information on The Open University in Wales, and on the University, please see The Open University in Wales’ website at www.open.ac.uk/wales

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 Louise Casella, Director, The OU in Wales on 029 21 674 520 or email: Louise.Casella@open.ac.uk

If you have any questions regarding the application process please contact Catherine Collins on 029 2047 1019 or email: Wales-Recruitment@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: 12 noon, 6 April 2018

Post it to:
Name/Job title: Alison Deering, Senior Support Services Assistant
Department/Unit: The Open University in Wales
Address: 18 Custom House Street
Post Code: CF10 1AP
Or e-mail your application to: Wales-Recruitment@open.ac.uk

8. Selection process and date of interview

The interview panel will be chaired by: Louise Casella, Director

The other members of the interview panel will be: TBC
The interviews will take place on: 27 April 2018

The selection process for this post will include TBC

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.