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>14699</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Student Experience Manager (Law)</td>
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<tr>
<td>Reports to:</td>
<td>Head of Student Experience (Law Programme)</td>
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<tr>
<td>Salary:</td>
<td>£39,992 - £47,722</td>
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<tr>
<td>Terms and conditions:</td>
<td>Academic</td>
</tr>
<tr>
<td>Grade:</td>
<td>AC3</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Full time</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
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<tr>
<td>Closing date:</td>
<td>Midday on Monday 13th June 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Electronic (short application, CV and covering letter)</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Three</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:fbl-recruitment@open.ac.uk">fbl-recruitment@open.ac.uk</a></td>
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</table>
2. Summary of duties

The Student Experience Manager’s role is diverse and challenging, embracing the selection, induction and ongoing management and development of Associate Lecturers (ALs) (including the monitoring of AL performance) advice and support to students, the design and development of targeted learner and learning interventions to students as well as contributions to module/programme teaching and learning design. The Law Student Experience Manager is a key member of the Student Support Team (SST) which offers information, advice and guidance to students and the successful applicant will be working with colleagues within this team as well as across the Faculty and University and with Business School colleagues, based in Milton Keynes. Therefore, an ability to work effectively within teams in a virtual setting is a key requirement. In addition, the Student Experience Manager contributes to the Student Experience Team, School and University policy as well as Programme and business development within the School.

Initially, the successful candidate will have responsibility for supporting one or more of the law modules and will, together with the other Student Experience Managers, take part in tutorial visits (online and face to face), programme briefings, module choice events, staff development events and other associated activities. It is expected that the successful candidate will have the flexibility to undertake other duties within the Law School Programme team and Faculty as required.

Managing and developing a motivated and effective cohort of Associate Lecturers

- Recruiting, selecting and inducting ALs in accordance with the Law School Programme, Faculty of Business and Law (FBL) and University requirements;
- Monitoring and evaluating ALs' performance against learning and teaching objectives and improving under-performance;
- Providing guidance, support and development for ALs including regular appraisals.

Supporting students, including:

- Demonstrable understanding of the needs of distance learning students in both an undergraduate and postgraduate context and evidence of supporting such learners;
- Contributing to the provision of advice and guidance to potential and existing students;
- Leading the development of targeted learner and learning interventions for given modules in collaboration with other members of the Law School SST;
- Contributing to the evaluation of the SST activities and providing reports to SST Leads and Faculty Staff;
- Working in close collaboration with Student Support Service colleagues to ensure appropriate quality and levels of service, customer care and student retention;
- Managing and overseeing the allocation of students to ALs, including scheduling of face-to-face tutorial provision;
- Contributing to the planning and organising of the Law School's promotional activities as appropriate, for both potential and existing students.

Contributing to the development of the Law Programme, including:

- Contributing to the production and presentation of modules with a specific remit to advise on teaching and learning strategy, the use of technologies to support online learners, and influencing decision making in the Law School;
- Contributing to the development of an effective Law School Programme team.

Support of FBL Teaching and Learning Strategy

As a Student Experience Manager the successful candidate will also be encouraged to undertake development and training to enable them to support and contribute to the overall development of teaching and learning in FBL. This could include membership of any cross-programme groups, which may focus on a particular aspect of the teaching and learning strategy.
In addition:

- The successful candidate will be expected to operate effectively within agreed budget limits and in the context of service level agreements where appropriate;
- The successful candidate will be expected to keep abreast of developments in legal education and training;
- The successful candidate will be required to work a number of evenings and weekends.

3. **Person specification**

### Education, qualifications and training

**Essential:**
- A relevant qualification at Masters Level or equivalent.
- A law degree or CPE or Graduate Diploma in Law (the law of England & Wales).

**Desirable:**
- A qualification as a solicitor or barrister.

### Knowledge, work and other relevant experience

**Essential:**
- A recent successful record of managing people.
- An understanding of the pedagogy underlying distance teaching and the need to support students from a wide range of backgrounds.
- An understanding of the effective use of ICT and multimedia in teaching and learning.
- Experience of using online technologies to facilitate the learning of students.
- Experience of working with others to effect change.
- Experience of managing in a distance learning context.

**Desirable:**
- Experience of teaching law at Undergraduate and/or Postgraduate levels.
- Knowledge of current issues in legal education.

### Personal abilities and qualities

**Essential:**
- Flexibility, resilience and the ability to deal with complexity.
- Ability to work independently as well as working effectively within teams, both face-to-face and virtually.
- Effective communication orally, in writing and electronically.
- Proven ability to provide support and development for a team of staff and/or students.
- Computer literacy.

**Desirable**
- A record of initiative and determination in pursuit of and maintenance of quality.
- Ability to balance priorities and a variety of sometimes conflicting stakeholder needs.

### Additional requirements/Special circumstances
Essential:

- A commitment to, and understanding of, equal opportunities.
- Ability to travel throughout the UK.
- Willingness to work a number of evenings and weekends.

Desirable:

- Current driving licence.
- Evidence of an interest in law and a willingness to acquire further knowledge and understanding.

4. Role specific requirements e.g. Shift working

N/A

5. About the unit/department

Faculty of Business and Law

The Faculty of Business and Law has a strong reputation as a high-quality and innovative provider of management and legal education. It brings together two schools – The Open University Business School and The Open University Law School. Each year around 36,000 students enrol on the Faculty’s business, management and law programmes.

The Faculty received a rating of ‘excellent’ for teaching quality in the most recent HEFCE Teaching Quality Assessment. The Faculty scores very highly in the NSS student survey for student satisfaction.

The Faculty has over 200 internal staff including around 80 central academics, 40 regional academics, 55 academic-related staff and 30 administrative support staff. Additionally, there are over 500 Associate Lecturers (tutors).

The Open University Law School

Law teaching began at the Open University in 1998, since then more than 60,000 students have studied law with us. With around 7,000 students in the UK, the Law School continues to lead the sector in part-time distance learning. Our Bachelor of Laws with Honours (LLB) is the most popular undergraduate law programme in the UK. The School also offers a graduate entry LLB, and jointly offers a BA (Hons) in Criminology and Law and a BSc (Hons) in Psychology and Law. At postgraduate level the School offers a Masters in Law (LLM) and provides modules which contribute to the Masters in Business Administration and the Postgraduate Certificate in Human Rights and Development Management.

Our Law School, which is based in Milton Keynes, has 22 central academic staff and is led by Paul Catley. Students are supported by the Law Student Support Team. This team is led by a Head of Student Experience and a Student Services lead and support is provided on a curriculum basis. The Head of Student Experience manages a team of 8 Student Experience Manager who are responsible for managing approximately 250 Associate Lecturers who provide individual support to our students. The Law School is currently focused on developing its new undergraduate law programme and increasing its research capability.

Our law academics publish and broadcast on a wide range of legal themes. The fields of expertise in which our academics write, broadcast, and act as consultants include: asylum law, criminal law and procedure, criminal responsibility, critical legal theory, equity, ethics, European Union law, human rights, international law, law and neuroscience, law and religion, law, technology and blockchains, legal biography, legal education, legal history, legal theory, property law, sports law, and trusts. The Law School is also engaged in several outreach activities...
to increase the public understanding of law related issues and access to knowledge about law matters. Examples of these can be found on OpenLearn.

Further information about The Open University Law School can be found at: http://www.open.ac.uk/law/main/

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 Ron Elder by email ron.elder@open.ac.uk

If you have any questions regarding the application process please contact by email fbl-recruitment@open.ac.uk

7. The application process and where to send completed applications

| How to Apply: | Complete the short application form  
The application form has been designed to give the information needed at this initial stage. |
|--------------|--------------------------------------------------------------------------------------------------|
|              | Covering letter  
Write a covering letter indicating why you are interested in this post and how you believe your knowledge experience and skills meet the Person Specification. |
|              | Please use the essential and desirable items listed in the person specification as subtitles within your letter. In writing your letter, examine carefully the description of the role and analyse how your skills, knowledge and experience match with the requirements set out in the person specification. |
|              | Please pick out specific examples from your experience which clearly demonstrate that you have the particular knowledge and capabilities required in the person specification. |
|              | Curriculum Vitae (CV)  
Please enclose an up to date CV with your application for employment. Please remove any information from your CV that might give an indication of your race, religion or belief, or sexual orientation, as these details are irrelevant to your application. |
|              | Decisions about short listing will be based solely on the information you provide on your application form and covering letter. |
| e-mail your application to: | Your completed application should be returned electronically to fbl-recruitment@open.ac.uk |
| Please ensure that your application reaches the University by: | Midday on Monday 13th June 2018  
Applications received after the closing date will not be accepted. |
### 8. Selection process and date of interview

<table>
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<tr>
<th>The interviews will take place on:</th>
<th>Interviews are planned for <strong>Early July 2018</strong> at Milton Keynes but this date may be changed if operationally required. Please also note that occasionally there may be a need for second interview.</th>
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<tr>
<td>The selection process for this post will include</td>
<td>Presentation</td>
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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.