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>15022</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job title:</strong></td>
<td>Team Manager</td>
</tr>
<tr>
<td><strong>Reports to:</strong></td>
<td>Senior Manager, Financial Support</td>
</tr>
<tr>
<td><strong>Salary:</strong></td>
<td>£27,025 - £32,236</td>
</tr>
<tr>
<td><strong>Terms and conditions:</strong></td>
<td>Secretarial &amp; Clerical</td>
</tr>
<tr>
<td><strong>Grade</strong></td>
<td>6</td>
</tr>
<tr>
<td><strong>Duration of post:</strong></td>
<td>Fixed-Term until 30 November 2019, covering maternity leave</td>
</tr>
<tr>
<td><strong>Working hours:</strong></td>
<td>37 hours per week, variable</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>Based in Milton Keynes</td>
</tr>
<tr>
<td><strong>Closing date:</strong></td>
<td>Noon 29 November 2018</td>
</tr>
<tr>
<td><strong>Type of application form accepted:</strong></td>
<td>Long application form and 2 page cover letter. Please clearly state how you meet the criteria set out in the person specification.</td>
</tr>
<tr>
<td><strong>Number of referees required:</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>Unit recruitment contact:</strong></td>
<td><a href="mailto:srsc-recruitment@open.ac.uk">srsc-recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

Main Purpose of the Post

To manage delivery of a range of student facing services to meet the needs of students and prospective students to enable them to make study choices leading to successful study progression, qualification completion and customer satisfaction. Working within the Student Recruitment and Support Centres (SRSCs) the role has the following key elements:

1. To effectively lead, coach and develop a team of Student Recruitment and Support Advisors (“Advisors”) ensuring that quality, service standards and Key Performance Indicators are met.
2. To deliver the Information service within the Student Recruitment and Support Centre as part of the Information, Advice and Guidance model, managing team workload to ensure service levels are achieved as well as productivity, quality and regulatory standards.
3. To work with the extended management team across the Student Recruitment and Support Centre to ensure an integrated approach to operational delivery of curriculum appropriate recruitment and support for students.

Leadership and performance management of a team of Advisors, including:

- Recruit, train, performance manage and develop staff in line with University guidelines.
- Ensure individuals are supported and developed (CDSA) to help them fulfil their potential. Undertaking one to one sessions and providing coaching and mentoring.
- Communicate with individuals as well as the team to share information and direction in order to maximise productivity levels and quality standards.
- Manage resource challenges, minimising attrition and absences wherever reasonable.
- Take initial responsibility for investigation and response to complaints and escalations, and for ensuring processes are adjusted where appropriate.
- Manage absence of staff following University and unit policy.

Approve, record and monitor requests for leave from staff within the team, ensuring resources available meet the planned demand.

To oversee groups of Advisors as part of a flexible management team with a focus on providing support and service delivery; working to a rota as part of an overall workforce management system to ensure queries received by any channel are dealt with promptly and effectively, including queries referred from Open University tutors and lecturers:

- Oversee complex workflows, allocation and capacity to ensure student and enquirer interactions are efficiently and effectively responded to in as seamless a way as possible.
- Actively monitor performance and quality to ensure agreed service standards, performance targets and operating procedures are met or exceeded.
- Ability to work under pressure and maintain service standards through peak periods
- Contribute to the regular evaluation and development of these standards.
- Exercise judgement in dealing with complex issues, interpreting and applying procedures and guidelines with judgement and initiative.

Carry out regular monitoring activity to ensure quality of service and compliance with legislation such as; PCI DSS, Data retention protection and retention, FCA.

Within Student Recruitment roles, support the team in developing knowledge related to one SST specific curriculum and across the associated Faculty/CAU, or other speciality if appropriate.

- Contribute to relevant practitioner and working groups established to promote informed, efficient, effective and consistent support services to students and prospective students to enable them to make successful study choices, leading to study progression, qualification completion and customer satisfaction.
Contribute to the design and implementation of new schemes and partnerships working alongside business managers.

Liaise closely with their Line Manager and other Managers across the SRSC to provide excellent service to students and prospective students to enable them to effortlessly make good study choices and to adopt successful behaviours.

To proactively support Senior Manager, Financial Support in the development and continuous improvement of good internal and inter team working and service provision:

- Attending and actively participating in team meetings and developmental activities.
- Exploring service improvements and enhancements.
- Contributing to business improvement ideas and initiatives, making recommendations to Senior Managers as appropriate.
- Showing initiative and judgement in helping the team to run smoothly, working with and supporting other teams as required.
- Engage actively in the support and development of new team members.
- Undertaking other activities as directed by Senior Managers.

Maintaining procedural guidelines and keeping these consistent across all teams.

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, Financial Support to understand personal performance and areas for development.
- Providing feedback to contribute to colleagues performance development.
- Accepting feedback from colleagues to improve personal skills and knowledge.

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3. Person specification

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

**Education, qualifications and training**

**Essential:** 5 GCSEs at grade C or above, including Maths and English

**Knowledge, work and other relevant experience**

**Essential:**
- Experience of leading and managing a small team within a service delivery environment, including: recruitment and selection, operational performance planning and control to quality standards; staff development and performance management
- Experience of working co-operatively with others to achieve organisational goals and service level targets.
**Desirable:**
- Demonstrable experience of managing effectively across multiple services and channels, including workload planning, and workforce management within a customer focused, contact centre environment

**Personal abilities and qualities**

**Essential:**
- Good interpersonal skills with the ability to influence, establish credibility and assert authority
- Proven ability to resolve problems with expediency, intelligence and sensitivity
- Excellent time-management skills using a range of strategies to ensure that work is carried out effectively and efficiently
- Excellent communication and presentation skills
- Ability to self-start whilst operating in an environment with standardised systems and procedures
- Good numerical skills and ability to interpret complex management information
- Confident and highly proficient user of IT – particularly MS Word, Excel, Outlook, including custom built databases and the internet – and ability to pick up new systems quickly
- A proven commitment to continuous professional development
- An understanding of team working and the ability to work as part of a team.
- An understanding of Equal Opportunities issues and a commitment to equal opportunities and diversity.
- Commitment to excellent customer service and continuous improvement.
- Proven experience of coaching and developing staff.

**Desirable:**
- Ability to adapt interpersonal styles to suit different people or situations.
- Evidence of understanding the roles that individuals play as part of a team.
- Understanding of business continuity planning and management
- Understanding of the higher education sector and the relationship of part-time, distance learning within it
- Commitment and role model for University’s policy on Valued Ways of Working.

**Special Working conditions**

**Essential:**
- The post holder will be required to work to an agreed pattern, between the hours of 08.30-17.30 Monday to Thursday and 08.30-17.00 Friday, as directed by business demands.
- Please note that leave in the busy peak periods of August, September, October and January is severely restricted.
- Post holder may be required to attend meetings/events at various venues across the UK for business, training and evaluation purposes

**Desirable:**

**Additional requirements**

**Essential:**
- Well presented with a “can do” attitude and a professional manner.
- Ability to liaise with other departments at all levels in an effective and professional manner.
4. Role specific requirements e.g. Shift working

None

5. About the unit/department

STUDENT RECRUITMENT AND FEES (SRF)

Student Recruitment & Fees (SRF) is made up of Student Recruitment (SR) and Student Fees (SF).

Student Recruitment guides our enquirers, applicants and students through the registration process.

Student Fees provides customer services to OU enquirers, applicants and continuing students in line with internal client requirements.

Student Fees ensures that the correct funding is obtained from Student Loan Company and assess student grants and financial support.

This role is available at one of the most exciting and challenging times in the University’s history and you will have an opportunity to contribute directly to the future success of the UK’s largest University with a reputation for providing high quality education and excellent value for money.

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 email srsc-recruitment@open.ac.uk.

If you have any questions regarding the application process please email srsc-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 29 November 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td></td>
</tr>
<tr>
<td>Name/Job title:</td>
<td><a href="mailto:srsc-recruitment@open.ac.uk">srsc-recruitment@open.ac.uk</a></td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>SRF</td>
</tr>
<tr>
<td>Address:</td>
<td>Hammerwood Gate, Kents Hill, Milton Keynes</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:srsc-recruitment@open.ac.uk">srsc-recruitment@open.ac.uk</a></td>
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</tbody>
</table>
## 8. Selection process and date of interview

| The interview panel will be chaired by: | Cathy Caves, Senior Manager, Financial Support. |
| The other members of the interview panel will be: | Michael Harris, Senior Manager Fees. To be confirmed. |
| The interviews will take place on: | Week commencing 10 December 2018 |
| The selection process for this post will include | To be confirmed in invitation 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. Applications received after the closing date will not be accepted.