**Job Description – Online Residential School Manger**

FBL **Online Residential School Manger** -for online schools - is appointed to support staff and students during the online experience. They are the main contact between Module Director, tutors, students Qualification Manager and Residential Schools Team (RST). The role and tasks can vary according to the needs of the Online School, but the main responsibilities are summarised below:

**Role Requirements:**

▪ Support Module Director including if necessary, reallocation of students to groups during the schools if necessary, including any associated paperwork,

▪ Check staff attendance and report any anomalies to the Module Director, the relevant Qualification Manager or in their absence to RST during normal working hours. This might include calling the reserve tutor and informing RST of any staff changes

▪ Attend the Module Director’s Welcome / Briefing session

▪ Promote OU Policy on Bullying & Harassment, and nominate a volunteering liaison officer, usually one of the tutors or the Module Director.

▪ Help Promote awareness of OU Health & Safety Policy for Online Schools

▪ Promote GDPR principles and share relevant information with all participants

▪ Promote OU Disability support policy and ensure compliance to Disability Act by reviewing any DAR (Disability & Additional Requirements) Profiles for any disabled participants, and take the necessary action in liaison with tutors and Module Director

▪ Support monitoring students’ participation and flag any issues to tutors, Module Director and ultimately to the relevant module Qualification Manager and VMT, as part of the attendance and participation reports

▪ Monitor Participants comments in all relevant online forums and deal with any issues raised on there as required

▪ Act as an information source for staff, students and RST ensuring that all necessary information is circulated as required

▪ Process and record students’ requests for authorisation for early completion of the Online tasks (Early departure)

▪ Assume ownership of all Administrative activities and support the Module Director to submit the following reports to RST:

* Follow up Feedback forms (if in email form)
* Staff Work Return :
* Staff Monitoring Forms
* Student Attendance List
* Completed Student DAR Profile forms
* RSSM Report

**Person specification**

Online Residential School Managers are expected to be able to deal competently with complex tasks in the relevant subject. They are also expected to have access to all Online academic material and to navigate their way through it confidently and swiftly. In addition to the role requirements described above, the successful candidate should meet the following personal criteria:

* Adobe connect experience is required
* Microsoft Teams experience is required and it would be beneficial if you have some experience of the use of MS Teams breakout rooms or classrooms depending on the set up on the module.
* An understanding/knowledge of the Residential School process would be beneficial
* Excellent IT skills to support staff and students in an online environment
* An organised and systematic approach to work
* Ability to work successfully both independently and in a team
* Good oral and written communication skills
* Ability to take initiative and exercise judgement
* Willingness and competence to deal efficiently and effectively with student and staff enquiries
* Respect for others' feelings while working in an online environment
* Ability to work with students from diverse educational, cultural and work backgrounds
* An understanding of, and commitment to, equal opportunity policy and practices