Job Description – Programme and Partnership Officer (Student Lifecycle and Widening Access), WELS, PGCE (Wales) – 19080

Grade 6
£27,924 - £33,309
Full-time (37 Hours)
Fixed term contract to 31/8/23
Based in Wales, Cardiff
Reports to: Senior Manager, PGCE Wales

About the Role

The Open University has developed a bespoke teacher training programme for Wales, available bilingually, and designed to equip teachers with the knowledge and skills needed to deliver the new education curriculum in Wales. Launched in September 2020, the PGCE programme offers both part-time and employment based routes into teaching.

This role is an exciting opportunity to take a key role within this project, providing professional administrative support in a fast-paced environment. The successful candidate will work with all elements of our Partnership delivery, including around 200 partner schools and an estimated 300 students by September 2021.

The role will be acting as a key part of a small administrative team, working to:

- Developing our partnerships with schools across Wales, including innovative approaches to address both the needs of the Open University and the teaching workforce in Wales.
- Ensure that our recruitment processes and procedures are of the highest quality.
- Embed high quality provision in terms of student experience.
- Providing high level programme support functions to support an intensive governance framework.
- Ensure that the programme does everything possible to improve diversity in the profession, notably in response to the Professor Charlotte Williams report on BAME representation in the new curriculum.

JOB SPECIFIC RESPONSIBILITIES

- To act as a key contact for complex queries for entry onto the PGCE Programme. You will work with other officers when required to advise and/or deal with complex cases.
- To support the Senior Manager and Senior Officer in developing our Partnership activity. This will include working extensively with schools to ensure the best experience of students within the Partnership.
- To support the overall governance structure of the programme, including working with senior school colleagues on specific thematic areas of work.
• To lead on task and finish activities within the Open University, as appropriate.
• To produce reports and recommendations based on your own research, investigation and expertise.
• To maintain and develop appropriate filing structures and approaches in support of the PGCE Programme.
• Set up and maintain manual and information systems e.g. contracts, schools, events. These will include broadly available technology, as well as specific OU systems.
• Carry out a range of administrative duties, e.g. organising meetings, responding to enquiries, accurately, scheduling of meetings and making any necessary arrangements such as room bookings, refreshments, travel arrangements, etc.
• Produce all correspondence as required – letters, emails, mail merges and reports.
• Specifically, within this role:
  o To ensure that our recruitment activity utilises the best marketing events and available techniques and technologies.
  o To ensure that rigorous admissions processes are followed and consistently applied to entry to the profession.
  o To ensure that our students are supported by access to the best available support throughout the programme, and provide expert advice in this area where necessary.
  o To lead on the development of an action plan and deliver a response to the recent report on BAME representation in the new curriculum by Professor Charlotte Williams.
  o To provide expert advice to the other team members on these matters.

This role may require some travel around Wales to attend meetings.

Skills and Experience

Essential

• A first degree, or equivalent higher education qualification or equivalent experience
• Extensive experience of working in a front facing, customer focused or sales based environment.
• Experience of delivering marketing activity, including face-to-face and online.
• A high level knowledge of barriers to entry to the teaching profession for minority groups, and ways in which these barriers can be overcome.
• Experience of work in a public sector environment in Wales.
• Excellent IT skills. Especially software that enables the development of marketing materials.
• Experience of working in a fast paced administrative environment.
• Stakeholder management experience
• Partner relationship management experience
• Excellent oral and written communication skills, including the ability to interpret policy and disseminate information effectively.
• Friendly and approachable, with a patient and facilitative manner.
• Excellent inter-personal and negotiating skills, with the ability and confidence to influence, advise and support others over whom there is no formal authority, including senior staff.
• Flexibility and the ability to work co-operatively and responsively in a variety of team settings.
• Ability to work on own initiative.
• Ability to prioritise and remain effective under pressure.
• An understanding of and commitment to Equal Opportunity and Respect for Diversity policies in the OU and partner institutions.
• A strong commitment to excellence in working with a diverse student population.
Desirable

- Experience of working in/with the primary and secondary education sectors in Wales.
- Fluent in Welsh both orally and in writing

The Open University is an Institution that strives to create an academic climate in which diversity is embraced by maintaining and respecting the dignity, respect and civility of individuals from all backgrounds, identities, cultures and experiences. The programmes in the Faculty of Wellbeing, Education, and Language Studies play an integral role in achieving the University’s widening participation and social justice mission. We strive to recruit, retain and develop the careers of a diverse pool of students and staff, and particularly encourage applications from all underrepresented groups.