

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

Vacancy reference	21477
Job title:	Manager, Student Operation and Fees
Reports to:	Senior Manager, Student Operation and Fees
Salary:	37,099 – 44,263
Terms and conditions:	Academic Related
Grade	7
Duration of post:	Permanent
Working hours:	Full Time (37 hours)
Location:	This role is contractually based in the Edinburgh office. Regular attendance in the office is required, with both the cost and travel time to do this being the responsibility of the employee and not compensated by the University.
Closing date:	5pm on 15 March 2024
Number of referees required:	3
Unit recruitment contact:	Scotland-Recruitment@open.ac.uk

2. Summary of duties

The role holder will work within the Student Recruitment and Support Scotland (SRSS) team, and will manage the delivery of student facing operations to help students and prospective students make study choices leading to successful module completion, study progression, qualification completion and customer satisfaction. The key duties are:

1. To manage a team of Team Managers and student facing staff effectively, ensuring that quality and service standards and Key Performance Indicators are met.
2. To deliver and develop the Information & Fees, service within Student Recruitment and Support Scotland as part of the University's Information, Advice and Guidance (IAG) model, by collaboration with other managers/senior managers within SRSS and with a range of staff across the wider University.
3. To work with the SRSS management team and the wider University to ensure an integrated approach to operational delivery of curriculum appropriate recruitment and support for students.

Main Responsibilities

1. Leadership and performance management of a team of Team Managers and student facing staff, including:
 - Recruit, train, performance manage and develop staff in line with guidelines and ensure individuals are supported and developed to help them fulfil their potential.
 - Communicate with individuals and the team, to share information and direction, and to maximise productivity levels and quality standards.
 - Manage resource challenges, minimising attrition and absences wherever reasonable.
2. To oversee Team managers as part of a flexible management team with a focus on providing study and fees information and on course support to students and potential students within agreed timescales, ensuring that all activity is dealt with promptly and effectively and within agreed service levels.
 - Oversee complex workflows, allocation and capacity to ensure that student and prospective student interactions are responded to efficiently and effectively and in as seamless a way as possible.
 - Actively monitor performance and quality to ensure that agreed service standards, performance targets and operating procedures are met and exceeded.
 - 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.
3. Develop SRSS, team and personal expertise and knowledge across all areas of the curriculum to provide an expert point of referral. Contribute to relevant practitioner and working groups, both within The Open University in Scotland and the wider service, 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.
4. Liaise closely with relevant staff and managers/senior managers within The Open University in Scotland and within the Information, Advice and Guidance Service in other locations, and with staff and managers/senior managers in central teams to provide excellent service to students and prospective students to enable them to make good study choices and to adopt successful behaviours.
5. To proactively support the Senior Manager, (Operations & Fees) 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 Leaders as appropriate.
 - Showing initiative and judgement in helping the team to run smoothly, and working with and supporting other teams as required.

- Engage actively in the support and development of new team members.
- Provide holiday and absence cover for the other Manager, Student Support (Operations).
- Undertaking other activities as directed by Senior Management.

6. To continually develop skills and knowledge to maintain and improve personal performance, in the spirit of continuous improvement and to adopt correct and evolving business practices and procedures:

- Undertaking all duties in accordance with internal policy and external legislation.
- Working with the Senior Manager, (Operations & Fees) 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.

7. Leadership and management of a specific area of work/areas of work, such as work with students in secure environments, proactive study campaigns, disability support, retention and progression activities, complaints etc. (the list is not exhaustive):

- Ensuring procedures and guidelines are followed.
- Monitoring workflows and quality.
- Facilitating briefings and training.
- Ensuring any issues are reported appropriately.
- Liaising with central colleagues/staff in other areas of the University.

The role holder may be required to undertake any other duties reasonably required within the nature of the duties and responsibilities of the role, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.

All staff are expected:

- To comply with the University's Health and Safety and Equal Opportunities policies in the performance of your duties.
- To take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with The Open University in ensuring as far as is necessary, that Statutory Requirements, Codes of Practice, University Policies and Departmental Health and Safety arrangements are complied with.
- To demonstrate a strong commitment to the principles and practice of equality and diversity.

3. Person specification

Requirements (E = Essential/ D = Desirable)	
<u>Education, qualifications and training</u>	
Essential:	<ul style="list-style-type: none"> SVQ Level 4 qualification in management and/or advice and guidance, or substantial equivalent experience.
Desirable:	<ul style="list-style-type: none"> Five Standard Grades or equivalent.
<u>Knowledge, work and other relevant experience</u>	
Essential:	<ul style="list-style-type: none"> Demonstrable experience of managing effectively across multiple services and channels, including workload planning and workforce management within a customer focused environment. Experience of leading and managing a team including: recruitment and selection; operational performance planning and control to quality standards; staff development and performance management. Experience of managing the provision of information and advice. Experience of working co-operatively with others to achieve organisational goals and service level targets
Desirable:	<ul style="list-style-type: none"> Experience of working in an educational environment.
<u>Personal abilities and qualities</u>	
Essential:	<ul style="list-style-type: none"> Highly developed 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 and 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 promoting diversity. Commitment to excellent customer service and continuous service improvement. Commitment to and role model for the University's values.
Desirable:	<ul style="list-style-type: none"> Ability to adapt interpersonal style to suit different people or situations. Evidence of understanding of 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 place of part-time, distance learning within it.

4. Role specific requirements e.g. Shift working

Essential

- Role holder may be required to attend meetings/events at various venues across the UK for business, training and evaluation purposes.

5. About the unit/department

The Open University in Scotland is an integral part of the Scottish higher education community and actively involved in the development of higher education policy alongside the other 18 higher education institutions in Scotland. Since April 2000, the teaching of OU students resident in Scotland has been funded by the Scottish Funding Council.

With over 19,500 students, Open University students can be found in virtually every postcode district and community in Scotland. Social justice and equality of opportunity are at the heart of everything the OU does and widening access to higher education is the ambition on which it was founded. The Open University is committed to extending opportunities for educational success to all who wish to realise their ambitions and fulfil their potential. The OU's open access policy, flexible part-time delivery, its national bridging programme with schools, college articulation agreements and geographical reach position us well as Scotland's national widening access university. More than 20% of new undergraduates join without standard university entrance qualifications, 28% of OU students in Scotland declare a disability and 21% of new undergraduates live in Scotland's 20% most disadvantaged areas (based on the Scottish Index of Multiple Deprivation).

With over 70% of our students in work while they study with us, The Open University in Scotland occupies a unique place in terms of developing the Scottish workforce. We work closely with employers, trades unions, public sector bodies, institutes, private, third sector and community organisations, universities, colleges and schools across the whole of Scotland.

Over 160 academic, administrative and support staff operate from the OU's office in Edinburgh managing the University's business in Scotland with over 420 associate lecturers working across the country to support our students. The OU in Scotland works in collaboration with colleagues across England, Wales and Northern Ireland as part of a UK wide, 4 nations university.

More information can be obtained from The OU in Scotland website at www.open.ac.uk/scotland

6. How to obtain more information about the role or application process

We would welcome contact to discuss the role. Please email Ali.McDonald@open.ac.uk, if you would like to arrange an informal discussion prior to applying.

If you have any questions regarding the application process, please contact Scotland-Recruitment@open.ac.uk

7. The application process

All applications are completed online via the OU Job's page by registering and clicking the "APPLY NOW" link on the job advert. Applications submitted via 3rd party websites will not be considered.

Access details for disabled applicants are available from the Open University in Scotland by emailing Scotland-Recruitment@open.ac.uk, quoting the vacancy reference above.

To apply for this role please submit the following:

- CV
- A personal statement, up to 1,000 words, that clearly identifies how you meet the criteria in the person specification. 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.

To ensure that your file is uploaded to our system correctly, please make sure your document is saved with the following file name as appropriate to the vacancy you are applying for: 'Manager Student Ops and Fees', surname, first initial.

Remember to attach your CV and Personal statement as **ONE DOCUMENT**.

You will receive updates regarding your application from Scotland-Recruitment@open.ac.uk. Please ensure this email address is added to your list of trusted senders. Please also keep an eye on your junk folder to ensure you do not miss any important updates regarding this role.

You can view your application communications on the [Candidate portal](#).

8. Selection process and date of interview

The interview panel will be chaired by:	Ali McDonald, Senior Manager, Student Operations and Fees
The other members of the interview panel will be:	Carla Anderson, Senior Manager, Student Support Mike Richards, Workforce Resource Manager
The interviews will take place on:	Week commencing 1 st April 2024
The selection process for this post will include	Formal interview and desk exercise.
	Please note: If you have not heard from us within two weeks of the application closing date, please assume that on this occasion you have not been selected for interview, however we thank you for your interest in The Open University and encourage you to apply for future positions.