

## Educational Adviser (Welsh Language)

---

### Role Details

<b>Vacancy ref:</b>	221	<b>Salary:</b>	£37,099 to £44,263 (Grade 7)
<b>Working Pattern:</b>	Full Time – 37 hours per week	<b>Duration:</b>	Permanent
<b>Location:</b>	Hybrid working – working two days a week from our Cardiff office		
<b>Additional Information:</b>			
<b>Closing date :</b>	12 September 2024		
<b>Welsh Language:</b>	For this role, the ability to speak Welsh is essential.		

### About the Role

This is a specialist guidance role within our team of professionally-qualified Educational Advisers. Working bilingually across a number of contact channels, the core purpose of this role is to support students in Wales to succeed in achieving their educational goals. The ability to speak fluent Welsh is a requirement for the role as the post holder will be responsible for Welsh-medium educational guidance provision as part of the University's on-going commitment to the delivery of bilingual services across Wales.

The post holder will contribute to the design and delivery of training and development for student-facing staff, Associate Lecturers (ALs) and other academic staff. They will support quality assurance of our Welsh language service, applying Matrix IAG principles and contributing to continuous quality improvement of services in Wales.

In addition, the post holder will provide leadership on the development of Welsh language considerations on student-facing University policies or processes and develop a specialist knowledge of Welsh-medium opportunities within the Open University curriculum. They will use this specialist knowledge to inform the digital student experience for Welsh-speaking students across OU platforms and support the development of the University's bilingual communication with students.

## Key Responsibilities

- Provide proactive and reactive bilingual guidance and complex educational support to students to support them to make appropriate decisions about their studies, both in relation to their own needs and the Open University's policies.
- Act as the point of escalation for students and potential students requiring guidance and complex support, using judgement and professional expertise to refer to specialist services where necessary.
- Act as a subject matter expert and contact point for Welsh language in relation to student-facing policies and processes, contributing to the development of other staff and acting as a point of referral where necessary.
- Monitor and evaluate policies and procedures to assure the continuous quality and improvement of Welsh language services to students and enquirers.
- Accurately record and maintain student and enquirer details and discussions on university systems and databases.
- Contribute to the development of the University's Student Recruitment and Support operations within Wales with a focus on promoting student retention, progression and satisfaction.
- Develop and deliver training to Associate Lecturers and to other academic staff relating to student support, including on Welsh Language legislation, policies and procedures.
- Contribute to the design, development and evaluation of online and written information, materials and systems to meet educational and/or operational needs.
- To continually develop skills and knowledge to maintain and improve personal performance, adopting evolving business practices and procedures.

## Skills and Experience

### Education, qualifications and training

#### **Essential:**

- The ability to communicate through the medium of Welsh.
- A degree and/or appropriate professional qualification, or equivalent skills and experience.

#### **Desirable:**

- NVQ 4 in Guidance or a willingness to work towards a professional qualification in guidance where none is held.
- A relevant professional qualification and/or evidence of training and continuing professional development in the IAG field.

## **Knowledge, work and other relevant experience**

### **Essential:**

- A minimum of two years' experience providing advice and guidance to diverse groups of students in adult, further or higher education.
- Understanding of the issues affecting student success in the context of part time distance learning.
- Advice and guidance skills which support students' autonomy and decision making.
- Highly developed oral and written communication skills to convey complex information to a range of audiences.
- High level interpersonal skills including liaison, networking, negotiation and team working.
- Ability to design, deliver and evaluate training to a wide range of staff.
- Experience of using IT systems effectively to deliver guidance digitally.
- Good planning and organisational skills including the ability to work autonomously and manage high volumes of work.

### **Desirable:**

- Awareness of the external environment and government policies as they might impact on the University.

## **Personal abilities and qualities**

- High levels of initiative and a willingness to take ownership of issues and resolve them.
- Ability to think creatively to resolve complex problems.
- A flexible and positive attitude to change.
- Ability to keep calm and maintain a sense of perspective when dealing with challenging clients.
- Motivation and commitment to the continuous improvement and development of the service and your own guidance practice.
- A sound understanding of, as well as commitment to, Equal Opportunities practice.

## **Important additional information**

The telephone service we provide is available between 8.30am-5pm Monday to Friday. The post holder will be required to work to an agreed pattern, between the hours of 8.00am - 6.00pm Monday to Friday. There may be occasions when the postholder will be required to undertake occasional out of hours working, with time off in lieu as appropriate.

Headsets are required to work effectively on the telephone and for computer mediated conference facilities.

The team are currently working a hybrid working pattern with an expectation of a minimum of two days per week based in our Cardiff office. The post holder will need to work in an open plan office environment where many people may be talking on the telephone at the same time.

You 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.

### About the Open University in Wales

**The Open University in Wales is responsible for delivery of academic and support services to students and enquirers right across the country. It is funded through student fee income and by support from the Commission for Tertiary Education and Research and serves over 15,000 students.**

Our Cardiff office is the base for more than 180 members of staff working for The Open University in different functions, including:

- The Director for Wales and deputies with overall responsibility for the leadership and oversight of the work of the Open University in Wales, including that delivered by faculty staff based in Wales;
- Academic staff, managers and coordinators from our faculties and schools, developing curriculum, supporting and co-ordinating teaching and ensuring that there is a Welsh perspective in the academic developments of the University;
- Our Student Recruitment and Support (Wales) team working to ensure the successful delivery of services and support to students across all activities;
- Staff engaged in external affairs, marketing, widening access and employer engagement, seeking to grow our collaboration agenda in Wales and tell our story to a wider public;
- The UK-wide Venue Management Team, which is responsible for venue procurement and management activities for all OU tutorials, examinations and ad hoc meetings in the UK and Continental Europe;
- Our team of Operations and Support staff, who make sure we run smoothly and effectively on a day-to-day basis.

The Open University is committed to sustaining a powerful and visible presence in Wales, working closely with other educational providers and organisations to offer high quality part-time higher education opportunities via distance learning. The

University is focused on working with the Welsh Government and the Funding Council in meeting the economic, social and cultural needs of the Wales.

This is an exciting time to join the University, as it transforms its UK-wide operations, and refreshes its academic approach. Wales-based staff are involved in planning and organising large-scale operations, using technology to produce materials and information, and effectively managing resources to produce and deliver services to schedule. All staff are concerned with the maintenance and improvement of our high standards of support to individual students and have a strong customer service ethos.

The Open University in Wales is located at 18 Custom House Street, Cardiff. This is a five-minute walk from Cardiff Central train and bus stations. Given its city centre location there is no parking available but there are numerous car parks nearby. For further information on The Open University in Wales, and on the University, please see the Open University in Wales' website at [www.open.ac.uk/wales](http://www.open.ac.uk/wales).