

Job Description – Senior Manager, (Information Advice & Guidance)

About the Role

The Senior Manager (IAG) will be responsible for the management and development of a team of Educational Advisors within the Student Recruitment and Support Scotland team. The role holder will share responsibility (two senior manager student support IAG roles) to provide leadership and specialist guidance to the Student Recruitment and Support teams. This will enable students to complete their modules successfully, progress through their studies and beyond as appropriate to their goals. The role contributes strategically to ensure we are supporting all students and prospective students to attain their goals and achieve successful outcomes. The role holder will be jointly accountable with other senior managers for leadership of the Student Recruitment and Support Scotland service and will work closely with operations managers and educational advisors. They will personally lead on agreed cross service priorities such as disability.

Key Responsibilities

- To lead and performance manage a team of Educational Advisors providing support across all areas of the curriculum. They will provide direction, coaching, training and support and ensure that all staff are recruited, trained, performance managed and developed in line with guidelines and supported and developed to help them fulfil their potential.
- To work with the Senior Management Team across Student Recruitment and Support within The Open University to ensure an integrated approach to embedding best practice and consistent ways of working for delivery of appropriate recruitment and support for students; and across the wider four nations University.
- To act as deputy from time to time along with other Senior Managers for the Depute Director (Student Experience and Widening Access) to provide leadership on behalf of Student Recruitment and Support Scotland.

- Membership of The OU in Scotland Student Recruitment and Support Senior Management Team, supporting the Depute Director (Student Experience and Widening Access) and working closely with other senior and operational managers to ensure effective running of the Student Recruitment and Support Scotland service, IAG and other support activities to agreed service standards.
- Work closely with relevant Managers and staff within Scotland, and the wider University to provide IAG and educational support to ensure a seamless student experience and provide excellent service to students and prospective students to enable them to make good study choices and to adopt successful behaviours.
- To proactively support the Depute Director (Student Experience and Widening Access) in the development and continuous improvement of good internal and inter team working and service provision. To promote the sharing of best practice and consistent ways of working, contribute to business improvement ideas and initiatives, and ensure an integrated approach to operational delivery across the service.
- To provide and be accountable for operational management and quality assurance, ensuring the service delivered is appropriate, relevant and timely, and in line with professional and institutional standards.
- 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,
- To contribute to wider OU in Scotland leadership through membership of groups such as the senior staff group.

Skills and Experience

Essential:

- First Degree or equivalent gained through work experience.
- Substantial experience equivalent to an S/NVQ Level 4 qualification in advice and guidance
- Considerable experience of providing IAG, or managing the provision of IAG, to diverse groups of customers.
- Significant experience of leading and managing teams providing customer/student services to meet recognised standards.
- Experience of leading, performance managing and coaching staff including those on professional grades in terms of motivation, commitment, performance and development.
- Experience in the recruitment and selection of staff and delivering staff development.
- A proven commitment to quality and continuous improvement.
- Highly developed interpersonal skills accompanied by excellent communication and presentation skills, with the ability to influence, establish credibility and assert authority. Experience of report writing, preparing papers, and the analysis and interpretation of data and other forms of information
- Proven ability to build effective, genuine and open long-term relationships with external and internal stakeholders, working co-operatively across institutional boundaries, in order to improve both academic and customer service standards.
- A demonstrable commitment to equality, diversity and inclusion.
- A strong commitment to excellence in working with a diverse student population (academic-related posts).

Desirable:

- S/NVQ Level 4 qualification in advice and guidance, or substantial equivalent experience.
- Provision or management of provision of IAG to students in adult, further or higher education and across multiple channels.
- Experience of specific continuous improvement methodologies.
- Experience of data informed, evidence led practice including highly developed experience gaining actionable insights from management information and other quantitative and qualitative data sources.
- Experience of a relevant specialist such as supporting disabled students.

The Open University is committed to equality, diversity and inclusion which is reflected in our mission to be open to people, places, methods and ideas. We aim to foster a diverse and inclusive environment so that all in our OU community can reach their potential. We recognise that different people bring different perspectives, ideas, knowledge, and culture, and that this difference brings great strength. 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. We also aspire to make The Open University a supportive workplace for all through our policies, services and staff networks.

