

(Ref 1715) Senior Manager, IAG, Quality and Disability – The Open University in Ireland

Main Responsibilities:

- Lead the development of the IAG service for Student Recruitment and Support, Ireland, taking overall responsibility for operational delivery, quality assurance, continuous improvement, and the achievement of agreed service standards, performance targets and operating procedures.
- Lead the development and implementation of quality monitoring processes and frameworks for IAG and disability support services.
- Lead and line manage a team of Educational Advisers and Disability Support staff, organising regular one to one reviews and CDSAs, working with staff to ensure they are effectively managed, supported and motivated to optimise their performance.
- Provide support to specific groups of enquirers and students as appropriate in close partnership with the Senior Manager, Widening Access e.g. Students in a Secure Environment and disabled students, working with appropriate University groups and external agencies to implement tailored services.
- Work closely with the Assistant Director (Student Experience) and the Senior Manager, Operations and the Senior Manager, Widening Access to ensure an effective programme of staff development for Student Recruitment and Support, Ireland, across all staff grades.
- Maintain, communicate and apply up-to-date knowledge of regulations and institutional policy related to Student Recruitment and Support Services, in support of enquirers and learners in Ireland and lead on procedures related to cases of student policy exceptions as laid down in University regulations e.g. exceeding 120 credits, Academic Progress.
- Work in liaison with other teams across the University on matters such as staff development events, curriculum-specific IAG and complaint resolution and complex student cases. e.g., the Student Casework Office, Faculty colleagues and Associate Lecturers.

- Support the Assistant Director (Student Experience) in the development and strategic direction of the service through the provision of timely, relevant data and information about the nature and quality of Student Recruitment and Support Services delivered from the OU in Ireland.
- Support the induction and development of other staff in the location, including Associate Lecturers by, for example, ensuring the delivery of training to them about aspects of Student Recruitment and Support, Ireland.
- Work with other managers in the location to ensure senior cover during periods of absence, deputising where necessary for the Assistant Director (Student Experience).
- Liaise with colleagues in Faculties, Student Recruitment Support Centres, national offices and other units as appropriate, representing the OU in Ireland on appropriate University working groups and committees.
- Contribute to the development of University policy and services to support and enhance IAG quality and the enquirer and student experience in accordance with Matrix principles, working with colleagues across Student Recruitment and Support Services.
- Contribute to the development of online communications, IAG resources and activities to support learning and progress, including strategies to encourage student self-service.
- To contribute to the University's strategic and business planning processes and to carry out any other duties appropriate to their grade as required by the role's line manager.
- Contribute to the development of strategies to support student recruitment, progression, retention, success and satisfaction, particularly for students with a disability in close partnership with 4-nation disability support colleagues.
- To oversee the management of the Disabled Students Allowance application process and ensure that it adheres to Department for the Economy policy and best practice.

- To lead on safeguarding for the OU in Ireland, ensuring Student Recruitment and Support staff are appropriately trained and operating according to the University policy and best practice.