OU Students Association Graduation Coordinator

Overview of the Company:

OUUSA Services Limited is run by the Open University Students Association who serves the interests of 200,000 part-time students spread across the UK, Europe and beyond. Our aim is to provide goods and services for students which can be of real utility and give students a sense of pride in being identified as OU students. We also aim to promote and support the Open University Students Educational Trust (OUSET); the grant-giving charity created and run by the Students Association.

Essential for role:

As a Degree Ceremony Coordinator you'll play an important role in providing a service that is greatly valued by graduating students and their guests. You'll lead a small team of Degree Ceremony Volunteers on the OU Students Association merchandise stall. Your role will include promoting and selling OU branded merchandise to those in attendance.

The role of a Graduation Coordinator may only be carried out by a current OU student. A Graduation Coordinator will need to be able to attend a formal face to face training session (1 day training planned in advance of the ceremony) and access the designated online forum.

Supported by:

As a Coordinator, you will be supported by the Operations Team and Vice-President Community. You will also be supported during your training and after by the Volunteering Team.

Desired skills:

- Passion for the OU Students Association mission statement and objectives
- Good communication skills
- A willingness to engage with new students online and/or face to face
- Ability to work independently and as part of a wider team

What the OU Students Association expects from you in this role:

Before the ceremony:

- following recruitment; choosing the team of volunteers 6-8 weeks before the ceremony who will be helping on the day of the graduation.
- communicating with your team of volunteers in the lead up to the ceremony, making sure that they are kept fully informed and briefed regarding what is expected of them on the day
ensuring that your team is sufficiently trained, encouraging individual volunteers to visit the online training website
being the main point of contact for both your Open University Ceremony Co-ordinator and the Students Association
attending a face to face training event in Milton Keynes

**During the ceremony**
- Team brief, ensuring that the team is settled and responsibilities are divided
- Setting up the stall
- Processing payments, ensuring that the relevant paperwork is completed, monitoring sales
- Processing manual orders
- Looking after jewellery (including end of the day reconciliation of sales)
- Managing regular team breaks, processing times and lunch
- Closing down the stall and running end of the day reports
- Packing and ensuring that the stock is collected

**After the ceremony**
- Providing feedback
- Reminding the team of volunteers to complete their travel claims
- Completing your allocated travel claim

**General**
- To act professionally whilst in your role
- To ensure that you act in a way which reflects our commitment to Equality and Diversity
- To take note of our expectations of volunteers in the Volunteer Handbook
- To ensure security and confidentiality protocols are followed while processing customers’ orders (Training will cover this subject)

**What you can expect from the OU Students Association:**
- Support from the Association’s Operations Team, Vice-President Community and the Volunteering Team
- Access to a monthly Volunteer e-newsletter
- Access to a designated online forum
- Access to bespoke Online Graduation Training
- A Volunteer Handbook outlining all polices and support you can access
- A training day covering all aspects of the Company’s work
- Ongoing optional training as and when required
- Reasonable paid expenses
- To develop transferable skills and grow confidence in applying these skills
- To have fun and make new friends whilst volunteering!

**Application Process:**

To apply please email ousa-volunteers@open.ac.uk

Take a look at the [OU Degree Ceremonies page](https://www.open.ac.uk/ousa)