



Application Pack

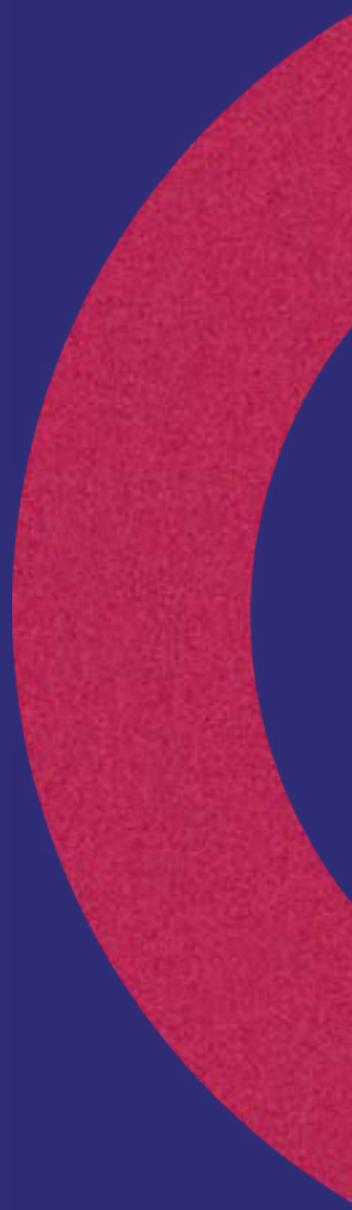
Join us on our mission to make
a positive difference for all
Open University students!



www.oustudents.com

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Welcome to Open SU



I'm thrilled that you're considering joining our team. We're a member-led Charity who are driven by our elected Student Representatives to make a difference for ALL Open University (OU) students.

This mission makes us more than just a workplace, and we are proud of our work to empower and amplify the Student Voice in the University, the HE sector and further afield!

With a team of around 40 passionate individuals, we're dedicated to making a real difference; whether it's through innovative programs, fostering inclusivity or advocating for positive change, we're committed to ensuring that every student feels supported, valued and heard.

We are proud of our culture of support and collaboration. We believe in empowering each other to bring our boldest ideas to the table, and working together to turn them into reality. Your voice matters here, and your contributions will help shape the services on offer to students to enhance their student experience.

So if you are a values-driven individual, looking for a hybrid role which offers autonomy, flexibility and exciting opportunities to develop personally and professionally, then why not dive into this job pack and learn more about the exciting role awaiting you at the Open University Students Union (Open SU).

A handwritten signature in white ink that reads "BPacey".

Beth Pacey - Chief Executive Officer (CEO)

About us

The Open University Students Union (Open SU) is a vibrant Charity set up to enable our student community, while representing our current membership of circa 200,000 students spread across the UK, continental Europe and beyond.

Our students:

Most of our students study part time and at a distance, many with work or carer responsibilities. Our student body is among the most diverse in the UK Higher Education sector, with the largest single community of disabled students in Europe. You can find out more on our website, www.oustudents.com.

Our key objective:

Whether we are elected, selected, appointed, paid, or volunteers, we're passionate about improving the future of the Open University (OU) and Open SU for all OU students.

Our priorities:

To help focus our strategy, we have four key priorities:

 STUDENT SUPPORT	 THE ACADEMIC EXPERIENCE	 THE NEURODIVERGENT EXPERIENCE	 STUDENT WELLBEING
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200,000

Students across the world

30 + 15

Clubs Societies

216

Total student volunteers

£125,262

Awarded in grants to students facing financial hardship (1st August 2024 - 31st July 2025)

Our mission

To make a positive difference for all OU students.

Our vision

- Empower a student voice that is strong and effective in representing the diversity of our members.
- Work collaboratively with the University to ensure that students are at the centre of decision-making.
- Build an inclusive community which nurtures a sense of pride and belonging.
- Provide relevant, quality services which enhance the student experience.



Our values



1

WELCOMING

We ensure every student feels welcome and supported whilst celebrating diversity, embracing all backgrounds and fostering a sense of belonging.

2

ACCOUNTABLE

We are accountable to our members and actively work toward their best interests.



3

BOLD

Empowering people to be creative and ambitious in their actions, whilst striving to improve the experience of all our members.

4

ADAPTABLE

We are dynamic in meeting the needs of our diverse members and reactive to changes that affect their experience.

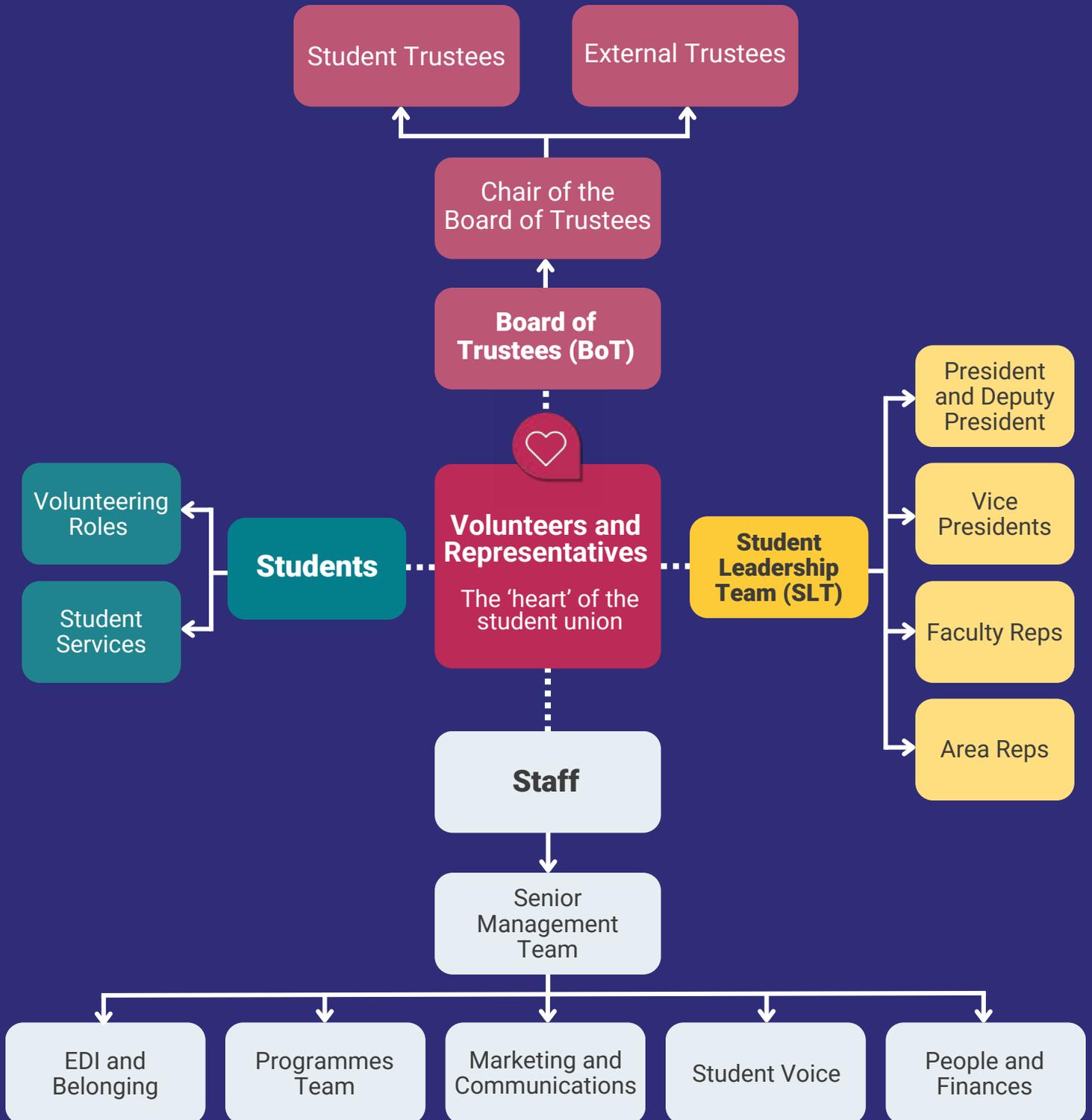


5

SUSTAINABLE

Ensuring we are responsible in our activities, safeguarding the future of Open SU and promoting a positive environmental impact.

Organisation structure



Our staff



We are a friendly staff of circa 40 people, split across six specialised teams that work closely with our elected student representatives, and are responsible for delivering the wide range of services and activities undertaken by Open SU:

EDI and Belonging

Supports all OU students with equal access to appropriate services, regardless of the different challenges that they face.

Programmes

Manages and leads on our portfolio of events and projects, ensuring they are carried out successfully from start to finish.

People

Our small HR team who lead the way in best practice for people management.

Student Voice

Responsible for ensuring the student voice is heard across the University and they support the many representatives in their roles, including the Student Leadership Team (SLT).

Finance

They monitor our financial standards and keep everything moving along.

Marketing and Communications

Manages all of our communications, social media channels, website and newsletters.

Benefits



Family friendly organisation

We have a range of policies to help you balance work life with your personal life, such as generous maternity leave, enhanced new parent leave (paternity leave) and a carers policy.



Generous annual leave

30 + days holiday (FTE) plus Bank Holidays and Christmas Closure days.



Flexible working

You decide when and where you want to work around our core hours, with the possibility for agile working and options to work from home, the office, or even a café.



Automatic salary progression

Receive an automatic progression up the salary scale every October.



Learning and personal development

Lots of skills, personal and team training opportunities.



Pension

Excellent pension scheme with employer contributions of 14.5%.



Access to Employee Assistance Programme (EAP)

All staff have access to this free, confidential service which offers expert advice, counselling and emotional support.



Benefits



Study opportunities

Study any course or qualification for free with The Open University!



Wellbeing

We have a brilliant team of Mental Health Champions, staff socials, and wellbeing weeks! In 2023, we went to the Wood Farm Project and were seen herding sheep!



Unpaid career breaks

Planning on taking some time off work to travel, try something new, or just have some time out? Don't worry, your role at Open SU will be ready when you return.



Eye healthcare

Free eye tests with Specsavers and reduced cost glasses.



Commitment to Equality, Diversity and Inclusion (EDI)

One of our four key priorities and built into values and behaviours.



Working from home allowance

Following completion of probation, staff are entitled to a £250 working from home allowance for any equipment they may need.



Investors in People

We are accredited by Investors in People (IIP), reflecting our commitment to creating a positive, supportive work environment for all staff.



Staff testimonials

Working at Open SU means you're given the opportunity to work with a kind and supportive staff team while getting to be involved in fun projects with students. It's really an amazing place to work!

Open SU really puts their staff first and our wellbeing is their priority. The annual wellbeing days are a real highlight as they provide an opportunity to chat to staff you don't closely engage with and ultimately have a day away from the screen and sometimes swapping it for a farm!



I have never worked for an organisation where such things as fertility treatment is considered as well as having a policy for supporting staff going through the menopause. Supporting staff feels like a top priority here and its why I've been here for over 10 years now!



I first joined Open SU on a fixed-term contract, and was immediately impressed with how approachable everyone seemed. Recruitment and induction were well-planned and friendly. Now, 3 years later, I'm happy to be in a permanent role at Open SU, and can honestly say the people are still lovely to work with!!

OpenSU



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