Controller Advisory Panel (CAP) – Central Executive Committee Member

Overview of role:

CAP is responsible for ensuring that our forums comply with the University's Student Computing Policy and online communication systems guidelines.

CAP is made out of unpaid volunteers who give their time freely. CAP works within the forums environment to ensure the smooth day-to-day running of the Association forums in accordance with the rules.

CAP has a duty of care toward a wider student body and will work hard to understand and investigate the evidence.

CAP is responsible for:

- Upkeep the structure of the forums; including processing requests for opening new forums or closing down forums
- Approval of Spirit/s of Forum
- Appointment of the new moderators; including selection process and assessment of applications
- Appointment of the mentor moderators; including selection process and assessment of applications
- Ensuring the Moderator Training Pack is kept up to date and completed by the moderators
- Ensuring the moderators and service users adhere to the Code of Conduct
- Execution/implementation of the Disciplinary Procedures
- Review of the Comprehensive Guide to the OU Students Association Forum Service; including review of the Disciplinary Procedures
- Liaison with the OUSA-Controller function and with the Open University's Learning and Teaching Innovation (LTI)
- Ensuring that all communication in relation to this role is kept within the forum setting.
- Treating all cases confidentially

Essential for role:

The role of a CAP member may be carried out by a current member of the Central Executive Committee (CEC) member. CAP membership will cease automatically when the CEC appoint comes to an end. CEC member can terminate their membership on the Panel at any point.

Potential candidates must have a previous moderating experience and read the Comprehensive Guide to the OU Students Association Forum Service and the associated University documents regarding use of University computer systems.

Candidates must be familiar with the principles of Spirit of Forum and have relevant multi-disciplinary experience in complaints handing.

If they agree to these, candidates must send a message to the Forum Controller confirming this and give a brief reason for their application (no more than 500 words please). They must also complete the Association's forum online training pack.

Supported by:

CAP members will be supported by the Operations Team (OUSA-Controller Function) and during your training by the Volunteering Team.

Desired skills:

- Good communication skills
- Passion for the OU Students Association mission statement and objectives
- A willingness to engage with other student
- Previous experience of moderating online forums or other social media outlets
- Complaints handling
- Ability to work independently and as part of a team
- Ability to remain neutral, yet involved
- Ability to adapt to the flow of the discussion and to remain open to the changes of the direction of the discussion
- Ability to recognize each participant's point of view, respect various points of view and emphasize respect among the forum/s
- Ability to be attentive and to pay attention to the forum/s dynamic
- Conflict resolution
- Good sense of humour
- Good mediation skills

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

- To act professionally whilst in your role
- To ensure that you act in a way which reflects our commitment to Equality and Diversity (our expectations of volunteers can be found in your handbook)
- To work as part of a Team of moderators to ensure a forum runs smoothly. This will require communication within the moderator team using a dedicated moderator team forum.
- To ensure a forum operates in accordance with the rules.
- To ensure that any message which contravenes the rules is deleted and that the sender of the message is notified of this moderator action at the same time.
- To ensure messages sent to them via 'Contact Your Moderator' are answered in good time.

- To provide the Forum Controller with any necessary information for complaints to be dealt with in accordance with the guidelines.
- To assist contributors in understanding the rules pertaining to the service in general, and the individual forum in particular.

What you can expect from the OU Students Association:

- Support from the Association's Operations Team, CAP, Mentor Moderator and the Volunteering Team
- Access to a monthly Volunteer e-newsletter
- Access to a designated online forums
- Access to the Association's forum online training pack
- A Volunteer Handbook outlining all polices and support you can access
- Ongoing optional training as and when required
- Reasonable paid expenses (if face to face attendance is required)
- To develop transferable skills and grow confidence in applying these skills
- To have fun and make new friends whilst volunteering!

Application Process:

Central Execute Committee Meeting – expressions of interest