Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>15174</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Programme Quality Assistant</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Nursing Partnerships Manager</td>
</tr>
<tr>
<td>Salary:</td>
<td>£22,659 - £25,482</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial and clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>5</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Fixed Term Contract to 31 July 2019</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Part-time 22.2 hours per week</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>5.00pm on 22 October 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Covering Letter, Application Form</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Helen Jackman</td>
</tr>
</tbody>
</table>
2. Summary of duties

This is an interesting and varied position supporting professional programmes within the School of Health, Wellbeing and Social Care. You will join a small friendly team, providing secretarial, administrative and organisational support to ensure the smooth day-to-day management of information, activity and events. There are three professional programmes in the School of Health, Wellbeing and Social Care: nursing, social work and advanced clinical practice. You will work under a minimum of supervision in an environment where the workload is variable and sometimes unpredictable due to the external-facing nature of the business.

Main duties:

Provide secretarial, administrative and organisational support to colleagues, to include:

- diary management using judgement and initiative to prioritise competing demands and re-schedule meetings as necessary; draft and prepare communications and correspondence; set up meetings/events with internal and external stakeholders; prepare and distribute meeting papers; organise catering, travel and accommodation arrangements for internal and external stakeholders as required;
- responsible for taking minutes at internal, external meetings and events;
- liaise on behalf of department colleagues, with internal and external stakeholders, including senior contacts to progress the work of the department;
- support maintenance and updating of external partner details using a range of different IT applications, including Microsoft Office products, university systems and the department’s student work-based learning database;
- respond to requests for information about the professional programmes, referring enquiries on as appropriate.

Support the Quality Assurance processes required of professional programmes including, but not limited to:

- support of monitoring and reviews by regulatory bodies and other organisations with a quality assurance remit, including collating and submitting paperwork according to the instructions provided by each organisation;
- liaison with statutory quality assurance organisations as required;
- liaise with Faculty and university colleagues to ensure consistency and continuity in quality assurance processes;
- maintain and ensure currency of the programme quality assurance resources; including updates to relevant websites as required;
- provide administrative support for the Student Management and Fitness to Practise process, liaising with students, employers, regulatory bodies as necessary, ensuring confidentiality and exercising discretion.

The role holder may be required to undertake any other duties reasonably required as within the nature of the duties and responsibilities of the role, subject to the proviso that normally any change of a permanent nature shall be incorporated into the Job Description in specific terms.
**General duties:**
All staff are expected:

- To comply with the University’s Health and Safety and Equal Opportunities policies in the performance of your duties;
- To take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work;
- To co-operate with the Open University in ensuring as far as is necessary, that Statutory Requirements, Codes of Practice, University Policies and Departmental Health and Safety arrangements are complied with;
- To demonstrate a strong commitment to the principles and practice of equality and diversity.

3. **Person specification**

**Requirements  (E = Essential/ D = Desirable)**

**Education, qualifications and training**

- Relevant administrative office experience with a sound understanding of good office practice and confidence to apply this in a new environment – E
- Proven computer literacy including the ability to use Microsoft packages (Word, Outlook and Excel) proficiently – E
- GCSE A*-C (or equivalent) in English and maths – E
- Familiarity with SharePoint, document management software, and the ability to update websites – D
- Familiarity with University systems.

**Knowledge, work and other relevant experience**

**Essential:**

- Excellent oral and written communication skills with a high level of accuracy and attention to detail and the ability to tailor communications depending on the audience;
- Excellent organisational skills, including experience of supporting meetings and events;
- Excellent interpersonal skills and the ability to deal with a wide range of stakeholders, internal and external to the University;

**Desirable:**

- Ability to take minutes;
- Understanding of financial support tasks such as raising invoices, and purchase orders.

**Personal abilities and qualities**
4. Role specific requirements e.g. Shift working

5. About the unit/department

**Faculty of Wellbeing, Education and Language Studies**

The Open University has embarked on a period of transformational change and in August 2016, restructured into four new Faculties, each comprising a number of Schools. The new Faculty of Wellbeing, Education and Language Studies is based in Milton Keynes and in a number of regional and national offices, with our Student Support Team located in Nottingham. The majority of our 35,500 students are in the UK but the Faculty also has students in the Republic of Ireland, continental Western Europe and elsewhere in the world. The Faculty’s curriculum comprises programmes at undergraduate, Masters and doctoral levels.

**School of Health, Wellbeing and Social Care**

The School of Health, Wellbeing and Social Care is one of three Schools within the Faculty. It is characterised by a vigorous intellectual life fostered through shared research/scholarship interests, collaborative teaching, and a strong external focus. The School has three distinct but inter-related areas of curriculum: Health and Social Care, Nursing, and Social Work. The School is committed to making a difference to health and social care practice and to working in partnership with key stakeholders. The School’s mission is to transform lives through health and social care education and research. Our teaching materials are underpinned by the excellence of our research as well as high quality scholarship in the area of teaching and learning that focuses on the delivery of an excellent student experience. Students of the School have won prestigious awards including, for example, the Scottish Association of Social Workers student of the year award and the Royal College of Nursing Student Nurse of the Year Award in Northern Ireland.

**Teaching**
The University has been developing and delivering supported open learning in the field of health and social care for over 40 years. Our materials are highly respected and we have become one of the largest providers of educational opportunities and learning solutions in this sector. Our practice-focused curriculum and emphasis on meeting the need of the health, social work and social care workforce, makes us very different from other, more traditional academic units. The School:

- Supports a large student population of approximately 11,000
- Offers a diverse range of open modules and qualifications in the field of health and social care that are relevant to practice and the work place
- Is the UK’s largest provider of part-time social work training
- Has a unique pre-registration nursing programme which offers a work-based qualifying route for healthcare support workers across the UK
- Works in partnership with employers to provide learning programmes that meet their changing needs. Over 50% of its students are currently sponsored by employers, mainly in the NHS, social services and the voluntary sector
- Has a research community committed to promoting the synergy between research/scholarship and learning and teaching
- Is strongly committed to the principles and practice of equality, diversity, widening participation and to the pursuit of social justice.

The School develops open and distance learning materials for multi-disciplinary and multi-professional use, qualifying and post-qualifying routes, and vocational training. Modules and study materials cover a wide range of subject areas including social work; nursing; community care; working with children, young people and families; youth justice and law; public health; care management; mental health; dementia care and end-of-life care; communication in health; and mentorship and leadership.

Whilst most of the School’s curriculum is open to all, we currently offer two professional qualifications – a degree in Social Work and a degree in Nursing (adult or mental health) that are available to students who are sponsored and supported by their employers.

Research and scholarship

The School has a strong track record in applied health and social care research. We are funded by the Research Councils (ESRC and AHRC), the National Institute for Health Research and a wide range of trusts, charities and commercial organisations. In REF2014, 69% of our research submitted to UoA22 (Social Work and Social Policy) was judged to be world leading (4*) or internationally excellent (3*). 73% of our research was assessed as 4* or 3* for impact and 75% for research environment.

We continue to develop and invest in research and have a particular interest in:

- the role of innovative methodologies for health and social care research
- the study of normative/non-normative life-course trajectories, and the impact of these on experiences of health, care and wellbeing.

Our research is currently organised into five broad research themes: Ageing and later life; Children, young people, parenting and families; Death, dying and bereavement; Living with disability and long-term conditions; and Reproduction, sexualities and sexual health. Most of our staff work within, or across, these themes. Staff in
the School are listed on the editorial boards or hold editorial responsibilities across more than 25 academic journals.

The School is committed to making a difference to health and social care practice and works in partnership with research users in all of our activities. We have a lively postgraduate community on campus and a busy international research events calendar.

The School is continuing to grow its enterprise and knowledge exchange activities through the development of long-term, strategic external partnerships and maximising the impact of our research through effective communication, supported by our busy events schedule.

Collaborations with the BBC
Over the past few years the School has been involved with a number of high quality popular broadcasts, developed in collaboration with the BBC. These have included *Great Ormond Street*, a three part series looking at the running of the hospital and the decisions made in the treatment of children; *Back to school with the Hairy Bikers* following an intergenerational project in a community in Oxford; and *The Big C and Me* a three part series following a number of people who were diagnosed with cancer and undergoing treatment. School staff were also involved in the award winning film *How to die; Simons Choice* which tells the dramatic and poignant story following one man’s decision to end his life at a suicide clinic.

6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application please contact Nicola Harvey on +44 (0)1908 858872 or email: Nicola.harvey@open.ac.uk

If you have any questions regarding the application process please contact Helen Jackman on 01908 332247 or email: wels-recruitment@open.ac.uk.

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>5.00pm on 22 October 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td></td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Helen Jackman, Staffing Co-ordinator</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>WELS Staffing Team</td>
</tr>
<tr>
<td>Address:</td>
<td>Room 116 – 118 Horlock Building Walton Hall Milton Keynes</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6AA</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:Wels-recruitment@open.ac.uk">Wels-recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
### 8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Nicola Harvey</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>To be confirmed</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>To be confirmed</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>To be confirmed</td>
</tr>
</tbody>
</table>

- We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates.
- Applications received after the closing date will not be accepted.