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>15454</th>
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</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Senior Administrative Assistant</td>
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<tr>
<td>Reports to:</td>
<td>Associate Lecturer Services Manager</td>
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<tr>
<td>Salary:</td>
<td>£22,659 - £25,482</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Full Time</td>
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<tr>
<td>Grade</td>
<td>GR5</td>
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<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours per week</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
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<tr>
<td>Closing date:</td>
<td>13 January 2019</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Long application form</td>
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</table>

In addition to a completed application form you must provide a covering letter outlining how you meet the criteria in the person specification. This is an important element of the application process. Please ensure that you provide relevant examples as evidence to support your statements. CVs will not be accepted without an application form

| Number of referees required: | 2                         |
| Unit recruitment contact:    | SS-STS-Recruitment@open.ac.uk |
2. Summary of duties

Supervision of staff:
- Supervising and allocating work to AL Services assistants, undertaking CDSAs for designated staff as directed.
- Ensuring that the AL Services staff for which they are responsible work as an integrated part of the wider AL Services team to deliver a seamless and consistent service across the UK.
- Liaising with faculty staff for whom the team provides support to ensure that the appropriate level of service is provided to them.

Organising and delivering processes and procedures in relation to the employment of Associate Lecturers including:
- Processes for the recruitment, selection, appointment of Associate Lecturers, including the issue of contracts and termination of appointments.
- Processes for the payment of Associate Lecturer fees and expenses.
- Exceptional payments and manual salary adjustments.
- Leave processes for Associate Lecturers including maternity and paternity leave and associated payments.
- Processing non-core contracts, checking Associate Lecturer workloads, issuing contracts, monitoring expenditure against budget allocations and maintaining systems to provide this information to faculties and other budget holders.
- Raising Associate Lecturer mentoring contracts.
- Updating and retention of personal data and records relating to Associate Lecturers as appropriate and in accordance with University policy.
- Ensuring information provided to Associate Lecturers either online or by email is timely and appropriate.
- Monitoring and evaluating processes in order to ensure agreed service standards are maintained.
- Proactively seeking to improve service standards across the AL Services team.

Tutor Student Allocation (TSA) process:
- Supporting AL Services Managers or Co-ordinators in operational processes and systems to finalise tutor groups ready to notify students and Associate Lecturers of respective allocations.
- Processing adjustment to planned student groups and clusters as student numbers change, communicating with faculty staff as required.
- Processing adjustments to student groups and clusters when students register after TSA.
- Approve and Notify groups to ALs and Students in consultation with AL Services Coordinator / AL Services Manager.

Tutorial planning and timetabling:
- Overseeing the operation of tutorial accommodation and venue requirements.
- Liaison with Regional Services or equivalent to ensure tutorial venues are booked as appropriate.
- Ensuring that feedback from Associate Lecturers on venues is fed back to Regional Services (or equivalent).
- Ensuring that tutorials are booked and recorded appropriately and that timetables are managed effectively, so that changes are communicated clearly and timely to venues, Associate Lecturers and students.

Associate Lecturer Staff Development. As required:
- Liaising with Associate Lecturer Support and Professional Development (ALSPD) team as named contact to support the delivery of Associate Lecturer staff development. Supporting ALSPD events including: sending invitations to Associate Lecturers and presenters, liaising with Regional Services or equivalent
to ensure venues and catering are booked, producing attendance and workshop lists; attending the event to manage organisation on the day (where appropriate) and recording attendance, processing of payments for staff development, including fees, expenses and invoices.

- Co-ordinating and monitoring Associate Lecturer induction and probation processes.

Associate Lecturer employment information provision:

- Providing information to faculty staff on standard Associate Lecturer employment matters.
- Providing information to Associate Lecturers on standard queries about their employment.

Investigation and fact-finding:

- Providing management information for a range of purposes.
- Supporting AL Services Manager in fact finding for Associate Lecturer and student complaints and AL Service provision in support of Associate Lecturers, students and faculty staff.

Other Duties:

- Proactively seeking to improve service standards across the AL Services team.
- Actively engage in own staff development and training.
- Contribute to the training and induction of new members of staff.
- Dealing with a wide range of enquiries, both internal and external and referring and recording them as appropriate.
- Providing information in response to enquiries from other units within the University.
- Maintaining an up to date knowledge of policy and procedure relating to AL Services activities.
- Providing cover for other team members in their absence including colleagues in other locations.
- Undertaking other duties as required by AL Services Manager/Coordinator.
- Building relationships with colleagues in other locations and units to facilitate effective everyday communication.
- Contributing to projects as required.

3. Person specification

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

### Education, qualifications and training

**Essential:**

- A good standard of general education to GCSE Grade C level or above (or equivalent) including Maths and English.

### Knowledge, work and other relevant experience

**Essential:**

- Experience of working as part of a virtual or distributed team and proactively helping others.
- Experience of working in a customer service environment.
- Knowledge of and commitment to equality and diversity policy and practice.
- Excellent interpersonal and communication skills with the ability to work with people at all levels, both internal and external.
- A demonstrable commitment to continuing personal and professional development.
- Good numeracy skills with the ability to work quickly and accurately.
- Ability to deal with complex information and procedures.
- Ability to supervise staff.
- Excellent planning and organisational skills.
- Confident ICT skills including a high level of competence in using databases, Microsoft Word, Excel and Outlook and the ability to use communication technologies for working at a distance.
- Ability to use and interrogate complex databases.

**Personal abilities and qualities**

**Essential:**
- Ability to use initiative to deal with non-standard issues.
- Ability to work flexibly and effectively as part of a distributed team.
- A ‘can do’ approach to work.
- A proactive and positive approach to change.
- Willingness to take ownership of and resolve problems.
- The use of tact and diplomacy in dealing with difficult situations.
- Ability to work under pressure and to meet deadlines.

4. **Role specific requirements e.g. Shift working**

Willingness to occasionally work unsocial hours and to travel to other locations

5. **About the unit/department**

**ACADEMIC SERVICES**

The most crucial interactions and relationships with registered students are managed through Academic Services, working in collaboration with colleagues in the University, and in particular those in central academic units. More than 900 staff are employed by the unit at or through:

- Five central sub-units based at Walton Hall, Milton Keynes
- Three National Centres based in Scotland, Wales, Ireland
- A number of locations in England

Academic Services is led by the Director of Academic Services who reports to the University Secretary. The Academic Services unit is divided into five functional areas as follows:

- Access, Careers and Teaching Support
- Assessment, Credit and Qualifications
- Student Support
• Student Recruitment and Fees
• Office of Director, Academic Services

ACCESS, CAREERS AND TEACHING SUPPORT (ACTS)
Access, Careers and Teaching Support sub-unit is led by David Knight, Director and comprises the following teams;
• AL Services
• AL Support and Professional Development
• Careers and Employability Services
• Widening Access and Success Services

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 Natalia Kiran at natalia.kiran@open.ac.uk
If you have any questions regarding the application process please contact SS-STS-Recruitment@open.ac.uk

7. The application process and where to send completed applications
Please ensure that your application reaches the University by: **12:00 Noon 13 January 2019**

| Post it to: | The Open University |
| Name/Job title: | The Staffing Support Assistant |
| Department/Unit: | Academic Services (ACTS and Student Support) |
| Address: | Frank Henshaw Building  
Hammerwood Gate  
Kents Hill  
Milton Keynes |
| Post Code: | MK7 6BY |
| Or e-mail your application to: | SS-STS-Recruitment@open.ac.uk |

8. Selection process and date of interview
The interview panel will be chaired by: Natalia Kiran, Senior Associate Lecturer Services Manager
<table>
<thead>
<tr>
<th>The other members of the interview panel will be:</th>
<th>Shortlisted candidates will be notified of other panel members</th>
</tr>
</thead>
<tbody>
<tr>
<td>The interviews will take place on:</td>
<td>Week commencing 28 January 2019</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>Further information will be provided to shortlisted candidates.</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.

If you do not hear from us by **24 January 2019** you should assume that you have not been shortlisted for interview but we do thank you for your interest.

**Applications received after the closing date will not be accepted.**