Job Description –
Student Policy & Regulations Assistant

About the role
The Student Policy and Casework (SP&C) team are housed within Academic Services. The Student Policy and Regulations side of the team are responsible for monitoring the external regulatory environment, internal policy decisions and student feedback, and proactively developing and implementing academic and student regulations and policy in response. The team are also responsible for institutional compliance. The Student Casework side are responsible for receiving, recording, referring and monitoring formal complaints and appeals through the appropriate procedures.

The post holder will play a crucial part in providing administrative support to the Student Policy and Regulations (SPR) team. The post holder will monitor and encourage revisions to student policies and provide support to a range of Senior Managers in their role of promoting compliance across the University.

Key responsibilities
1. Supporting Senior Managers, including meeting and events booking and preparation, travel arrangements, maintaining shared filing systems, mailboxes and general administration.
2. Supporting the Secretary to the Student Policy Working Group (SPWG) and other Senior Managers as required regarding meeting organisation, issuing and collating papers, updating actions and Minute taking.
3. Maintaining a log of student policy updates and liaising with policy authors across the University to make them aware of policies coming up for renewal. Inform and support authors regarding internal processes for expert review, template style, and publication.
4. Presenting and circulating feedback to authors and the SPWG regarding policy use, and handling sensitive and confidential material.
5. Communicating effectively on behalf of the team through telephone, email and in person, demonstrating considerable tact, judgement, initiative and knowledge of the University.
6. Drafting replies to correspondence, typing emails, letters, producing spreadsheets and diagrams.
7. Participating actively in team meetings and unit events.
8. Supporting/managing other work or processes commensurate with the level of the role as delegated by Senior Managers, Student Policy & Regulations or the Head of Team.
9. Providing leave cover for other team support as and when required.
Skills and experience

- Education to GCSE level or equivalent
- A high level of proven communication skills, both written and oral, including experience of taking accurate minutes, and communicating in a professional manner
- Strong ICT skills (in particular Excel and Word) and a willingness to learn new systems such as SharePoint
- A customer focused attitude to delivering outputs and working effectively with a range of stakeholders, and ability to organise meetings
- Ability to take initiative and act effectively without supervision, with proven flexibility and ability to work to tight deadlines under pressure
- Excellent organisational skills, paying attention to detail, quality and accuracy
- Committed to the University’s core values – inclusive, responsive and innovative and a demonstrable commitment to equality and diversity
- Welcomes feedback and challenge in an open, participative and transparent manner, and committed to continuous professional and personal development

Role Specifics
If you have any questions about the particulars of the role, please contact Jen Goff at jenny.goff@open.ac.uk.