Job Description – Senior Co-ordinator (Qualifications Centre)

About the role

The post holder is responsible for the co-ordination of tasks associated with the award, conferment and certification of taught and validated OU qualifications. This includes the specification, build and maintenance of complex, business critical completion structures, qualification conferment, certification, error reports and the production of diploma narratives.

They will provide expert advice to OU Academic Units, and external teaching partners, on the taught qualification award process. The post holder will direct daily operations in the qualifications IAG service including scheduling and resource deployment.

The post holder will be responsible for the analysis of initiatives arising from University Projects and Working Groups that impact upon the work of the Qualifications Team, and the subsequent implementation and operation of supporting processes.

The Senior Coordinator will provide support to the Managers (Qualifications Centre) with centre activities/projects.

Key responsibilities

1. To coordinate the operational processes that identify, complete, certify, confer student awards that satisfy the requirements of taught OU qualifications, including the co-ordination of error reporting and resolution. To rescind awards in line with approved policy. To manage the production of diploma narratives.

2. To coordinate the activities associated with the ACQ IAG service including resource planning, the creation of weekly schedules and rotas, the maintainence of service level standards and the development and analysis of centre KPIs which feed into the ACQ Dashboard.

3. To work with stakeholders to deliver robust completion and student IAG tools for the OU. To ensure that completion requirements are specified accurately, in support of the associated qualification regulations. To coordinate the certification of university awards and to provide a central contact point for all award completion and certification queries.

4. To be involved in the training and development of the Qualifications Advisers in matters relating to progression and completion of taught qualifications. To support the development of new processes, procedures, reference materials and briefing documents and introduction of new qualifications completion policy.

5. To be involved in the recruitment, induction and development of qualifications advisors. To support the aims and objectives of the MATRIX standard with the emphasis on continuous improvement.
6. As a member of the Qualifications management team, contribute to building a flexible culture within the sub-unit and support continuous improvement in service provision to internal and external customers.

7. Ensure systems and processes effectively support delivery of services to internal and external customers.

8. To monitor all contact channels using wall and dashboards and VOICE queue reports and to allocate resource in accordance with agreed priorities and operational targets. To monitor performance and quality standards, providing management information as appropriate, to support the services of the sub-unit, unit and University.

9. Develop and maintain effective relationships with colleagues within ACQ across the University, passing on information promptly to ensure co-ordination of effort.

10. To contribute to forecasting and managing budgets as required.

11. To have a good knowledge of relevant OU policy and procedures.

12. To undertake such duties as agreed with ACQ senior management.

Skills and experience

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<th>Competency</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Education/qualifications</td>
<td>• English and Mathematics to O level/GCSE grade ‘C’ standard (or equivalent.)</td>
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<td>Knowledge, work and other experience</td>
<td>• Knowledge of institutional requirements under the data protection act.</td>
<td>• IT qualifications or other evidence of IT abilities.</td>
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<td>• Comprehensive IT experience including using Outlook, Word, Excel and Access.</td>
<td>• Experience of supervising the work of other staff members.</td>
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<td>• Previous clerical experience.</td>
<td>• Detailed knowledge of OU qualification completion systems and regulations.</td>
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<td>• Experience of working well as part of a team, independently and with staff at a variety of levels.</td>
<td>• Experience with OU IT systems CIRCE, CIRCE MI, PLANET and VOICE.</td>
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<td>• Experience of mentoring and supporting staff.</td>
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<td>• Experience of working in an environment where confidentiality and security are paramount.</td>
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<td>Personal Abilities and qualities</td>
<td>• Excellent interpersonal skills including an ability to communicate to a high standard orally and in writing.</td>
<td>• Experience of maintaining accurate records on a large scale.</td>
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<td>• An ability to respond to escalated enquiries, complaints and appeals.</td>
<td>• Evidence of actively seeking opportunities for improvement.</td>
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| Delivering results | Willingness to deputise for Manager, Qualifications Centre.  
Experience of working with secure documents. |
|-------------------|----------------------------------------------------------------|

- Ability to pay attention to detail and to maintain high standards of security.
- Methodical ways of working and record keeping.
- Taking personal responsibility for continuous improvement.
- A positive attitude and approach.
- Ability to commit to the achievement of team goals.
- Good organisational and prioritisation skills.
- Ability to use judgement and initiative, to manage workloads and to ensure deadlines are met.
- Willing to take personal responsibility for getting things done.
- Ability to provide advice, guidance and feedback to colleagues.