Curriculum Assistant

Full Time
Grade 5
Full time, 12-month Fixed Term contract
Walton Hall, Milton Keynes

About the role

The post-holder will provide secretarial and administrative support for the production and maintenance of modules in the Faculty. To work flexibly in supporting the work of the Curriculum Delivery team and the Faculty of Arts and Social Sciences.

Within the following list of responsibilities there is considerable scope for the post-holder to exercise his or her initiative within the department which values team work, collaborative effort and mutual support.

Key responsibilities

Support duties

- Provide support to and assists the Curriculum Delivery Office academic-related staff during the production and presentation of modules. This includes, but is not limited to diary management, copyright clearance, maintenance of the Production Portal, maintenance of mailing lists, supporting module team and other meetings; the preparation of communications using CAMEL, the monitoring of budgets as required.
- Keeps abreast of a changing IT environment.
- Responsible for the preparation and maintenance of all module materials, either online or offline, to a high standard. In doing so follows guidance and procedures agreed between the faculty and service units. Uses current systems including oXygen, Moodle, Word and formats e.g. XML, Word or HTML.
- Produces correspondence, module team and other meeting papers to the agreed Faculty standard; reproduces meeting papers as required.
- Responsible for the production of examination papers to the current standard, with particular responsibility for the security of assessment materials, and for the storage and transmission of them using approved methods and systems.
- Ensures accurate version control and storage of all documents during module production and presentation using current systems and standards.
- To be the focal point for queries, contacts, information storage and retrieval on a number of modules e.g. from ISDES, CIRCE, Planet, the eTMA system.
- Receives both internal and external telephone calls; answering queries and using initiative where appropriate. As a first point of contact uses discretion to deal with enquiries or transfer caller to a more appropriate area/colleague in the Faculty or University.
- Opens all incoming mail (including e-mail in cases of long-term absence), checks contents, extracts routine matters for subsequent attention and attaches relevant papers to files before passing to the appropriate colleague.
- Responds to VOICE queries on behalf of Curriculum Managers.
• To assist Curriculum Managers with quarterly financial forecasting figures. Running FRODO checks monthly to update module budget spreadsheets.
• Uses initiative and discretion to collect information, return calls and deal with immediate and urgent matters in the absence of Curriculum Support Coordinator.

Other duties
• Is expected to assist other Curriculum Assistants during busy periods with workloads.
• Provides short-term cover for colleagues, dealing with any urgent matters or paperwork, opening and sorting mail.
• Provides cover for both the telephones and absence of team members (i.e. annual leave; sick leave).
• Is a signatory for all Faculty Examination papers, places in secure location and ensures the papers are passed on to the appropriate member of academic staff.
• Performs such other duties as may be requested by the Curriculum Support Coordinator or Head of Curriculum Delivery Office from time to time.
• Acts as script puller at Module Result Panels if required.

Visual resources
• Organise and pay invoices.
• Arranges meetings and facilities; taking minutes when appropriate, attending Module Progress meetings with LTS, Curriculum Manager and Sound and Vision.
• Organise complimentary copies to be sent out.
• Inputs image requests into the Production Portal.
• Organise and maintain the VRU filing.
• Researches images and places requests. Checks images. Liaises with module team regarding their image requests.
• Creates captions with VRU colleagues, checking the captions when the block has been edited, liaises with editor about images and captions before they go live or go to print.
• Issues images through Documentum.

Monitoring
• Identify modules to be monitored and download from PLANET.
• Devise timetable for spreadsheets to go to regions/Curriculum Managers checking for special requirements. Is the contact point for Monitoring queries from Curriculum Managers. Sends schedule to Curriculum Managers to go with the Monitors contract. Returns hard copies of assignments that have been monitored to the relevant person.
• Keep the MONTI Access database up to date with relevant module and monitoring levels for tutors, adding new monitor details.
• Identify new tutors to receive training packs.
• Monitor e-mail account to answer/forward any monitoring queries, sending on completed monitoring feedback form to the relevant Curriculum Managers.
• Act as contact point with Assignment Handling office with regard to MONTI / Jensen databases.
• Ensure procedures are kept up to date.
• Sending out the relevant information to the monitors.
• Updating the Arts Intranet with the up to date documents.
Programme Team
• Responsible for the production, co-ordination and collation of all documents required by the Programme team. All documents to be produced to Faculty standard using Word.
• Assisting with Projects that are assigned to CDO Administrators.
• Assisting with monitoring budgets.
• Responsible for the production, co-ordination and collation of all documents required by the Programme team. All documents to be produced to Faculty standard using Word.
• Collects and prepares appropriate papers for the meetings.
• Assists Programme team with creating and updating information on the Intranet pages.
• Responds to VOICE queries on behalf of Programme Team.
• Prepares a weekly schedule of appointments for the Programme team.

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Person Specification below

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Essential

- GCSE Grade ‘C’ or equivalent in English Language.
- GCSE Grade ‘C’ or equivalent in Mathematics or work-related experience.
- RSA Stage II Word Processing or equivalent.
- Substantial experience of secretarial work which has covered a range of duties and increasing levels of responsibility.
- High level of competence in the use of PCs using Skype for Business, Microsoft Word, Excel, and Electronic mail and Diaries, ECDL accreditation.
- Knowledge of Editorial Typographical markup systems.
- Commitment to the ideals and practices of the OU, including its Equal Opportunities and Diversity policies.
- Excellent organisational skills.
- Excellent oral and written communication skills.
- The ability to work unsupervised and be self-motivating.
- High level of accuracy and attention to detail.
- Good interpersonal and negotiating skills, with the ability to influence others over whom there is no formal authority to take a particular course of action.
- The ability to prioritise and organise own workloads and remain calm under pressure.
- Able to work to strict deadlines.
- The ability to handle confidential information appropriately.
- A very flexible approach to change.
- Ability to work as part of a team.
- The ability to use initiative and judgement to provide workable solutions.

Desirable

- RSA III.
- Previous experience in OU systems.
- Commitment to continuing personal development.