**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>11189</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job title:</strong></td>
<td>Invigilator</td>
</tr>
<tr>
<td><strong>Reports to:</strong></td>
<td>Invigilation Management Services, Operations, Planning and Results</td>
</tr>
<tr>
<td><strong>Salary:</strong></td>
<td>£12.40 per hour – £16.54 per hour</td>
</tr>
<tr>
<td><strong>Terms and conditions:</strong></td>
<td>Exam Invigilators</td>
</tr>
<tr>
<td><strong>Grade</strong></td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Duration of post:</strong></td>
<td>On-going - See Section 4</td>
</tr>
<tr>
<td><strong>Working hours:</strong></td>
<td>As required – See Section 4</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>The Student’s Home or Local Additional (Small) Exam Centres</td>
</tr>
<tr>
<td><strong>Closing date:</strong></td>
<td>5.00pm on 11 May 2018</td>
</tr>
<tr>
<td><strong>Type of application form accepted:</strong></td>
<td>Open University Invigilator Application Form where you should detail how your skills and experience meet the criteria listed in the person specification.</td>
</tr>
<tr>
<td><strong>Number of referees required:</strong></td>
<td>Two</td>
</tr>
<tr>
<td><strong>Unit recruitment contact:</strong></td>
<td>Derek Mathieson</td>
</tr>
</tbody>
</table>
2. Summary of duties

To oversee the exam whilst in progress either within the home of a student or at an additional (small) Exam Centre. To complete the identity checks of students sitting their exams, complete reports for each exam taken and maintain the security and safety of question papers and exam materials before and after the exam.

Tasks you will be asked to complete may include: checking exam materials and papers, student identity checks, invigilation during the exam to ensure rules and regulations are adhered to, accurate timekeeping.

Main responsibilities:

- Making contact with the student (Home Exams only) to confirm arrangements and ensure the student is aware of any additional requirements are in place such as extra time, rest breaks, software and question paper moderations.
- Arriving at the exam venue in advance of the allocated start time of the exam (minimum 15 minutes), ensuring the exam room is suitable for the exam to take place.
- Checking that all materials, including the question paper are available, and that any equipment is working (Including laptops and specific software if applicable).
- Ensure any errata is understood and related to the student prior to the exam and to deliver the exam rules, start and finish times in a clear and concise manner.
- Maintain vigilance and efficient timekeeping during the exam and complete the student identity check together with the attendance record.
- Ensure there is no talking or disruptions during the exam, rest breaks (If applicable) are adhered to within the guidelines of the OU Policy and Procedures for exams.
- Able to resolve issues and student queries before, during and after the exam.
- Ensure constant, effective and sensitive supervision of the student throughout the exam session.
- Complete an Invigilator report at the end of each exam session invigilated and to report all instances of irregularity, misconduct or other unusual circumstances in accordance with the University’s invigilation instructions.
- Maintain absolute confidentiality regarding the content of the exam script, the circumstances and details of the students.
- Securely dispatch all exam scripts after the exam has been completed in accordance with the University’s Instructions.

3. Person specification

Requirements

<table>
<thead>
<tr>
<th>Education, qualifications and training</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Essential:</strong></td>
</tr>
<tr>
<td>A good general level of education, including GCSE (or equivalent) in Mathematics and English (grades A-C).</td>
</tr>
</tbody>
</table>
High satisfactory level of written and spoken English.

**Desirable:**
- Customer Service experience.
- Access to own transport.
- Previous invigilator experience.

**Knowledge, work and other relevant experience**

**Essential:**
- Excellent oral and written skills.
- Strong interpersonal skills.
- Customer-focused approach.
- Working quickly, proactively and appropriately when under pressure.
- Working to strict deadlines.
- Understanding and applying detailed written instructions.
- Ability to maintain strict confidentiality, and high standards of security.
- Accuracy and attention to detail.
- Ability to maintain discipline whilst being firm but fair.
- Ability to maintain concentration for several hours at a time.
- Knowledge of and commitment to equal opportunities and diversity.

**Desirable:**
- IT Skills.
- Delivering Customer Satisfaction.
- Experience of communicating with a wide range of people.
- Experience of working in a confidential environments.
- Willingness to keep up to date with relevant OU regulations.
- Willingness to participate in on-going refresher training.

**Personal abilities and qualities**

**Essential:**
- A positive attitude and approach.
- Ability to commit to the achievement of the students and to the University.
- Take personal responsibility for tasks.
- Aptitude for problem solving.
- Ability to pay attention to detail and to maintain accurate records.
- Ability and willingness to work extended exam session times if required.
- Willing and able to travel to exam sessions at a student’s home address.

**Desirable**
- Experience of working as part of a team, and independently.
- Delivering Results.
- Ability to work under pressure and to tight deadlines.
- Ability to use own judgement and initiative.
4. Role specific requirements e.g. Shift working

Allocation to exam sessions is based on the number of students who need to sit an exam at home or an additional (small) exam centre, this means you may not be contracted for each exam period.

The exam periods which we may require assistance for are:

- 5 -11 June 2018
- 20 - 21 September 2018
- 26 September 2018
- 16 – 17 October 2018
- 12 December 2018

An individual exam session lasts for a minimum of 3 hours – this may vary for students who need extra time or rest breaks.

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:

- Four central sub-units based at Walton Hall, Milton Keynes:
  - Access, Careers and Teaching Support
  - Assessment, Credit and Qualifications
  - Student Support
  - Office of the Director, Academic Services
- Three National Centres based in Scotland, Wales, Ireland
- Four Student Recruitment and Support Centres

Academic Services is led by the Director of Academic Services who reports to the University Secretary.

ASSESSMENT, CREDIT AND QUALIFICATIONS (ACQ) – WITHIN ACADEMIC SERVICES

Assessment, Credit & Qualifications (ACQ) is one of the four functional central units in Academic Services, it is based at the Centre (Walton Hall campus in Milton Keynes) and consists of around 125 staff and operates on an annual budget of around £10.7 million. The Director of ACQ is responsible to the Director of Academic Services for the leadership and management of all activity associated with assessment, credit and qualifications, which currently operates across 5 locations.

Policy

Led by the Assistant Director, Policy, this section is responsible for the effective fulfilment of assessment and qualification related policies, procedures and design, taking account of Governance approval and Quality Assurance requirements. The Policy section comprises of four centres:

- Data, Systems and Vocational Qualifications
- Policy Exceptions and Academic Conduct
- Policy Advice and Committee Support
- Communications and Planning.
**Operations**

Led by the Assistant Director, Operations, this section fulfils responsibilities related to assessment and qualifications, incorporating operational planning, assessment and results processing, verification and conferment of qualifications, ceremonies organisation and services that support the provision of advice on qualification progression. The Operations section comprises of four centres:

- Assessment Processing
- Operations Planning and Results
- Qualifications
- Ceremonies.

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 Invigilation Management Services on 01908 332130 or email: SS-Exam-Invigilation@open.ac.uk

If you have any questions regarding the application process please email: SS-Exam-Invigilation@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 11 May 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>Invigilation Management Services</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Derek Mathieson</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Operations, Planning and Results</td>
</tr>
<tr>
<td>Address:</td>
<td>The Open University</td>
</tr>
<tr>
<td></td>
<td>Joe Clinch Building</td>
</tr>
<tr>
<td></td>
<td>Hammerwood Gate</td>
</tr>
<tr>
<td></td>
<td>Kents Hill</td>
</tr>
<tr>
<td></td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6ZT</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:SS-Exam-Invigilation@open.ac.uk">SS-Exam-Invigilation@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. **Selection process and date of interview**

The interview undetaken by: Invigilation Management Services.
<table>
<thead>
<tr>
<th>The interviews will take place by:</th>
<th>We will contact you as soon as possible after receiving your application to confirm if you have been shortlisted.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The selection process for this post will include:</td>
<td><strong>Interviews</strong> will be conducted on-line using Skype, once references have been obtained. Identity checks will also be completed as part of your interview, requiring you to send your passport to Invigilation Management Services for verification.</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.