Job Description – Adviser (Qualifications Operations)

About the role

As an adviser, you’ll be responsible for a number of tasks in the Qualifications Centre including qualification identification and completion, student qualification record maintenance and certification of OU awards. Activities vary through the year and will be determined by workflow through the centre and the cycle of events through the academic year.

You’ll provide specialist information, advice and guidance to students and colleagues in other areas of the University by phone and email. You’ll also have responsibility for the completion of a range of specialised activities related to the award of OU qualifications including collaborative teaching schemes and the production and dispatch of certificates.

These tasks are complex, requiring the use of specialist computer software and liaison with others outside the Centre.

Key responsibilities

1. To provide information advice and guidance on qualification requirements and regulations to students, colleagues and third parties.
2. To process qualification acceptance requests.
3. To update student qualification records in line with agreed university policies.
4. To interrogate curriculum data base systems to inform student qualification assessment.
5. To create and maintain documentation relating to the conferment of qualifications, take payments, dispatch duplicate certificates and manage stocks of certificate stationery.
6. To contribute to identifying and implementing continuous improvement in service delivery to internal and external customers and maintaining agreed service standards.
7. To use systems and processes effectively to support delivery of services to internal and external customers.
8. To contribute to building a flexible culture within the sub-unit, responding positively to changes within the Centre and the University and contributing to project work when required.
9. To be aware of KPIs and quality standards, and work in a way that supports them.
10. To develop and maintain effective relationships with colleagues across the University, passing on information promptly to ensure co-ordination of effort.
11. To maintain a good knowledge of relevant OU policy and procedures.
12. To undertake such duties as required by ACQ senior management.
Skills, experience, education and training

- A good general level of education, including GCSE grade ‘C’ standard (or equivalent) in Maths and English.
- Strong IT skills, including use of standard Microsoft Office packages, and the ability to learn to use a range of in-house and commercial systems.
- Customer Service/Advice and Guidance related NVQ or experience of working in an environment providing advice and guidance to customers.
- Experience of responding to complex and diverse queries, using a wide range of information sources.
- Experience of working with confidential information and an understanding of data protection issues.
- Ability to work under pressure and to tight deadlines.
- Excellent interpersonal and communication skills, with effective telephone techniques and the ability to explain policy and process in clear plain English.
- Experience of working as part of a team in a busy environment and the ability and willingness to adapt to changes in working practices.
- Able to use initiative and exercise judgment to resolve problems.
- A commitment to own personal and professional development.
- Knowledge of the higher education sector and an understanding of the structures, completion rules and regulations of qualifications.
- An understanding of and commitment to equal opportunities and diversity.

Other requirements

The role holder will be working as part of a busy team and will be required to work to an agreed pattern, between the hours of 09:00 – 17:30 Monday to Friday. You may be asked to occasionally work weekends when workload demands are high.

Please note: There are leave restrictions during some periods of the year due to peak operations.