Job Description – Curriculum Assistant 16876

About the role
To assist in administrative tasks for the production and presentation of modules and programmes and provide administrative and secretarial support to the Curriculum Management Group in the Faculty of Wellbeing, Education and Language Studies.

Key responsibilities

Description of duties:

- Provide administrative and secretarial support to Senior Managers, Curriculum Managers and Academic Staff as required.
- Organise team meetings, and other events as required; prepare the agenda and collate papers; manage mailings and ensure that appropriate arrangements are followed up.
- Assist with administrative matters relating to students’ registration and assessment, including entry checks, extension requests, credit transfer and complaints handling adhering to the quality requirements of professional external bodies.
- Field queries to the team received electronically and via telephone and action or escalate as appropriate.
- Enter and update information on OU systems and acting as expert system user as necessary.
- Provide operational support for the monitoring process.
- Provide support for the academic conduct process.
- Work with and apply word-processing style sheets for structured content on module websites to produce module materials.
- Deal with applications of copyrights by researching images, books or extracts for copyright purposes or quotes. Process copyright clearance applications as required by the curriculum manager.
- Liaise with other areas of the Faculty, with relevant areas of the University across all categories of staff and deal with external enquiries, redirecting them as appropriate.
- Provide support for faculty processes as required (e.g. annual quality, monitoring and enhancement).
- Assist in the production of reports and management information as required.
- Any other duties as required.

Skills and experience

Education, qualifications and training

- GCSE grade C or equivalent (to include English and Maths).

Knowledge, work and other relevant experience

Essential:

- Evidence of successful experience in a secretarial, clerical or administrative role.
- Excellent information and communication technology skills, including the ability to use Microsoft applications, particularly Word, Excel and Outlook, and experience of using databases, spreadsheets and templates.
- Ability to plan and organise own work efficiently and to work pro-actively, co-operatively and responsively with others.
- Ability to understand and interpret information and data records.
• Experience of working effectively in a team and being supportive to team members, using tact and discretion when necessary.
• Experience of providing excellent service to internal and external customers.
• Ability to work flexibly and in an adaptable way, sometimes under considerable pressure.
• The ability to use judgement, initiative and discretion to deal with urgent matters in the absence of the relevant staff member, passing to other colleagues as appropriate.

Desirable:
• Experience of updating website information and online meetings/remote working.
• Knowledge of the higher education environment and student market.
• Knowledge of a foreign language or appreciation of how language works

Personal abilities and qualities

Essential:
• Good interpersonal skills with experience of building relationships and the ability to deal with staff at all levels.
• Excellent verbal and communication skills.
• A strong commitment to excellence in working with a diverse student population

Desirable:
• A willingness to learn new skills and to be responsive to changing duties and working practices in a positive manner.
• A willingness to work flexibly to assist and support the team.

The Open University is an Institution that strives to create an academic climate in which diversity is embraced by maintaining and respecting the dignity, respect and civility of individuals from all backgrounds, identities, cultures and experiences. The programmes in the Faculty of Wellbeing, Education, and Language Studies play an integral role in achieving the University’s widening participation and social justice mission. We strive to recruit, retain and develop the careers of a diverse pool of students and staff, and particularly encourage applications from all underrepresented groups.