Job Description – Administrative Officer, PGCE Wales

Grade 5
Reports to: Senior Manager, PGCE Wales

About the role

The Open University has developed a bespoke programme for Wales, available bilingually, and designed to equip teachers with the knowledge and skills needed to deliver the new education curriculum in Wales. A pilot scheme will start in April 2020 for a small cohort of students to undertake work-based teacher training in science. In the following October, further subjects will be added, in addition to a Primary teacher training route.

This role is an exciting opportunity to be part of this project, providing professional secretarial and administrative support in a fast-paced environment. The successful candidate will work with all elements of our Partnership delivery, including schools, the regional education consortia and the Welsh Government. They will also be a key contact for students and work closely with the PGCE Director and the Senior Manager to facilitate the smooth running of the PGCE Wales offering. Key duties will include;

- To support the Partnership to effectively deliver both programmes of work, with responsibility for:
  - drafting agendas and papers;
  - ensuring that papers and minutes are distributed in a timely manner and presented in an appropriate style;
  - Ensuring that the business of the Partnership is recorded accurately and succinctly and that actions are communicated, addressed, monitored and reported back to future meetings;
  - Overseeing all necessary administrative arrangements for meetings associated with the Partnership, including booking venues and arranging room layouts and refreshments;

- To support over and above that of the Student Recruitment and Support Centre to respond to and address specific PGCE related student queries via email and telephone;

- To support with specific recruitment and enrolment administrative processes for prospective student teachers including arranging interviews, referring requests and processing DBS checks;

- Coordination of numerous Outlook calendars, to include arranging a high volume of individual and Partnership/Consortia/Welsh Government meetings, ensuring the best use of the individual’s time in-line with competing priorities;

- Support the processing and delivery of data and information for the PGCE programme – using appropriate software as required;

- Provide diary support to the PGCE Director and the Senior Manager; prepare electronic or paper ‘day folders’, collating supporting documents and chasing outstanding items/information;
• Format documents (reports, letters, PowerPoint presentations) in the medium of English and Welsh;

• Undertake office related tasks (e.g. monitoring incoming mail, stationery, paper supplies, IT issues etc.,)

• Liaise with internal and external (OU) contacts at all levels; Internet research for briefings, responses to queries, making travel arrangements and planning logistics for meetings etc.;

• Make travel arrangements using the OU approved systems, including detailed itineraries where necessary, checking logistics and ensuring suitable venues or accommodation are booked as required; arranging catering, room bookings, IT and AV equipment and support

• Maintaining appropriate hard and soft filing systems;

• Maintenance of spreadsheets and other recording methods in supporting the PGCE Wales budget and to provide support to the Senior Manager to monitor and manage the budget;

• Make and receive telephone calls and deal with these appropriately and courteously;

• Provide secretarial support and any other duties as may reasonably be requested.

• Some travel around Wales to attend meetings

Skills and experience

Education, qualifications and training

• Educated to GCSE level, or equivalent including English and Maths

Essential:

• Track record of providing administrative support to a range of people and bodies;

• Familiarity with budgets and financial order processing;

• Experience in developing and following administrative procedures, processes and instructions

• To be able to communicate effectively in both written and oral forms to a high standard, including the ability to review and draft responses on behalf of a senior member of staff;

• Organisational ability, flexible approach to work and ability to prioritise effectively;

• Accuracy, attention to detail and competence in presentation of work;

• Discretion, judgement and tact when dealing with items which are confidential and/or sensitive;

• Professionalism, confidence and diplomacy in communicating effectively with a wide range of people;

• Ability to work collaboratively as an effective team member;

• Adaptable and responsive to changing duties and working practices in a fast moving environment;

• Ability to act independently and the confidence to act on own judgement in resolving problems;

• Excellent IT proficiency in Microsoft Office;

• A positive approach and commitment to excellent customer service.

• A commitment to equal opportunities policies and practices and a strong commitment to excellence in working with a diverse student population
Desirable:

- Experience of OU systems and processes or experience of working in a Higher Education environment.
- Database or spreadsheet development and maintenance
- Fluent in Welsh both orally and in writing (highly desirable)

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.