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>15109</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Team Assistant (Please note that there is another Team Assistant post in Residential Schools and Auxiliary Aids &amp; Services being advertised, and you will be considered for both roles unless specified in your application. Only one application for both roles is required)</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Residential Schools and Auxiliary Aids &amp; Services Coordinator</td>
</tr>
<tr>
<td>Salary:</td>
<td>£19,305 to £21,585</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>G4</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Until 31 July 2020</td>
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<tr>
<td>Working hours:</td>
<td>37 hours per week (full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Midday on Thursday, 11 October 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Long application form with a covering letter (1000 words max) outlining how you meet the person specification</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:ss-sts-recruitment@open.ac.uk">ss-sts-recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

The role has the following key aims:

- To deliver excellent customer service in response to enquiries about residential schools and additional adjustments to support student with additional needs, through auxiliary aids and services.
- To discuss and record the needs of students and to organise additional study support, and adjustments for additional requirements at tutorials and residential schools.
- To administer the equipment loan schemes to provide students with assistive software and technology in order to allow equal access to Open University courses.
- To build excellent working relationships with networks of colleagues in the Central Academic Units (CAUs), other student facing disability support offices, assistive technology suppliers and non medical help providers, in order help the OU deliver its reasonable adjustment policy.
- Invoice matching and processing for payment.
- Monitors students’ academic status and ensure safe return of the loan equipment.
- To accurately and efficiently process student bookings onto residential schools.
- To build excellent working relationships with networks of colleagues in the Central Academic Units (CAUs) and external venues in order to facilitate the timely and efficient running of residential school bookings and events.

DUTIES OF THE JOB

Residential School Student Support

- To acquire and maintain a detailed knowledge of the residential school process, and the additional aids and services available for students in need, in order to respond to enquiries for information and advice.
- To act as a first point of contact for any identified residential schools. To build strong working relationships with the appropriate CAU contact to ensure the timely, smooth running of residential schools and that information is shared between the central Residential Schools team and those in the CAU’s.
- Receive and process residential school bookings and reallocation requests, by telephone, email and in writing. Use batch input and CIRCE on-line amendment facilities, check for certain requests and take special action as required.
- To respond to telephone, email and letter enquiries and correspondence from students, internal customers and clients and in doing so promote a positive, professional and knowledgeable impression of the University.
- Perform various administration tasks to ensure the smooth running of residential schools, such as running student reports, notifying venues and staff of school information and processing subsequent attendance marks.
- Ensure student records are updated on CIRCE and VOICE according to required standards.

Residential School Site Support

- Prepare documentation, materials and stationery to assist with the smooth running of residential schools managed directly by the Residential Schools and Auxiliary Aids & Services Team.

Residential School staff support

- Assist with processing applications and appointments for residential school tutorial and other staff.

Auxiliary Aids and Services

- To respond to telephone, email and letter enquiries and correspondence from students, internal customers and clients and in doing so promote a positive, professional and knowledgeable impression of the University.
• Prepare disability and support profiles for students attending residential schools.
• Administer the available equipment loan schemes for students needing additional support, including checking students’ needs, requesting deliveries, organising maintenance of equipment and track inventory lists.
• Organise non-medical assistance for students needing additional support, including discussing students’ needs, collating referral details and evidence for Coordinator to make decisions, liaising with various providers to source appropriate support.
• Support the administration of invoice returns, collating, checking and recording invoices for NMH and other support to be authorised by the Manager.
• Contribute to the recruitment panel for the selection of disability support staff employed by the University for Residential Schools, and administer the appropriate contracts.

Other Duties
• Assist with general office duties such as maintaining filing systems and opening post
• Assist in the training and supervision of any temporary and new staff working in the Residential Schools and Auxiliary Aids & Services Team, as required
• Assist in monitoring the effectiveness of services provided to students and internal and external customers and makes suggestions for continuous improvements
• Work according to the latest procedures, policies, standards and developments within the Residential Schools and Auxiliary Aids & Services Team
• Undertakes any other duties as agreed with the Coordinators and/or the Manager, Residential Schools and Auxiliary Aids & Services

Behaviours
• Contribute to the continuous improvement of the operations of the Residential Schools and Auxiliary Aids & Services Team by embracing change and suggesting improvements through the 1-2-1 and team meeting channels
• Works to build positive and effective working relationships between the Residential Schools and Auxiliary Aids & Services Team and colleagues in CAUs, external clients and throughout the University
• Display positive and constructive behaviours to advance the effectiveness of the team and wider University

3. Person specification

Requirements  (E = Essential/ D = Desirable)

<table>
<thead>
<tr>
<th>Education, qualifications and training</th>
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<tbody>
<tr>
<td>GCSEs including English and Maths at grade C or above, or equivalent qualifications or experience.  (E)</td>
</tr>
<tr>
<td>ECDL (European Computer Driving Licence) or other equivalent IT qualification.  (D)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge, work and other relevant experience</th>
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<tbody>
<tr>
<td>Essential: Experience of working in a customer facing role.</td>
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<tr>
<td>Experience of using Microsoft office packages in a work environment.</td>
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<tr>
<td>Experience of working in a clerical/administrative team.</td>
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</table>

**Desirable:**
- Recent experience of working within a higher education environment.
- Experience of using customer relationship management software.

### Personal abilities and qualities

**Essential:**
- Good communication skills, both oral and written: e.g. effective telephone techniques, use of plain English to explain policies and processes and to write clearly, succinctly and correctly.
- Flexibility, including adaptability to changing circumstances, duties, work practices and systems and a commitment to ongoing development with the ability to demonstrate a rapid understanding of newly presented information.
- Good organisational skills, including the ability to cope with heavy workloads and repetitive tasks and to meet deadlines, working productively and accurately in a high pressure environment.
- An understanding of team working and the ability to work as part of a team.
- An ability to deal with and follow documented information and procedures: using initiative in problem-solving, whilst recognising boundaries.
- Numeracy, accuracy and attention to detail.
- An understanding of Equal Opportunities issues and a commitment to equal opportunities and diversity.

**Desirable:**
- An understanding or knowledge of Disabled Students Allowance (DSA) and the Equality Act 2010.

### 4. Role specific requirements e.g. Shift working

On occasion there may be the need to travel to residential school venues.
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.

Academic Services employs approximately 900 staff and is led by the Director of Academic Services who reports to the University Secretary and is organised as follows:

Five units based at Walton Hall, Milton Keynes, Manchester and Nottingham

- Assessment, Credit and Qualifications
- Student Recruitment and Fees
- Access, Careers and Teaching Support
- Student Support
- Office of Director, Academic Services

Along with three National Centres based in Scotland, Wales, Ireland.

Access, Careers and Teaching Support (ACTS)

Access, Careers and Teaching Support sub-unit is led by David Knight, Director, and comprises of the following teams;

- Associate Lecturer Services
- Associate Lecturer Support and Professional Development
- Careers and Employability Services
- Widening Access and Success Services

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 Paul King by email: paul.king@open.ac.uk.

If you have any questions regarding the application process please email: SS-STS-Recruitment@open.ac.uk.

7. The application process and where to send completed applications

Please ensure that your application reaches the University by: Midday on Thursday, 11 October 2018

Post it to: 

Name/Job title: Staffing and Recruitment Support Assistant

Department/Unit: Academic Services
8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Paul King, Manager, Residential Schools and Auxiliary Aids &amp; Services</th>
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<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>To be confirmed to shortlisted applicants.</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>Tuesday, 30 October 2018</td>
</tr>
<tr>
<td>The selection process for this post will include:</td>
<td></td>
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</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.

If you do not hear from us by **25 October 2018** you should assume that you have not been shortlisted for interview but we do thank you for your interest.

Applications received after the closing date will not be accepted.