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>17083</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Business &amp; Administration Modern Apprentice (Directorate Support Team)</td>
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<tr>
<td>Reports to:</td>
<td>Personal Assistant to Director &amp; Directorate Team</td>
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<tr>
<td>Salary:</td>
<td>£17,361</td>
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<tr>
<td>Terms and conditions:</td>
<td>Support Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>NS1(apprentice role)</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Fixed term Apprenticeship for 15 months</td>
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<tr>
<td>Working hours:</td>
<td>37 hours per week (full-time)</td>
</tr>
<tr>
<td>Location:</td>
<td>The Open University in Scotland</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12th March 2020</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Full</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:Scotland-Staffing-Coordinator@open.ac.uk">Scotland-Staffing-Coordinator@open.ac.uk</a></td>
</tr>
</tbody>
</table>
## 2. Summary of duties

### Role purpose

This role is based in The Open University in Scotland’s Directorate Support Team to support the Personal Assistant (PA) to the Director and Directorate Team and the PA to the Depute Directors in providing high quality and effective administrative support across The Open University in Scotland Directorate. The successful candidate will be supported to develop the skills needed for their role via their apprenticeship.

The role also provides support to the Support Services Team and general events support across The Open University in Scotland.

### Summary of responsibilities

- Support the Directorate PAs to provide high quality administrative support to the Directorate Team in Scotland. Activities include:
  - Maintain, in conjunction with the Directorate PAs, a high-volume mailbox, working to agreed procedures
  - Supporting the arrangements and logistics of external and multi-stakeholder meetings
  - Printing and preparation of papers for meetings
  - Arrange and oversee visitor arrangements, including room bookings, meet and greet service, visitor parking, hospitality where appropriate.
- Book travel and accommodation for the Directorate Team, at the direction of the Directorate PAs and in line with OU policies and procedures.
- Oversee Directorate catering and hospitality orders, keeping accurate records, and being the point of contact for all orders, adhering to OU in Scotland policies.
- Support the Directorate PAs in arranging the Honorary Graduates’ Dinner, the Platform Parties and Director’s Lunch at the annual Degree Ceremonies.
- Support Directorate with preparing for new starters, providing support to local inductions.
- Administer Directorate subscriptions, keeping accurate records, keeping duplicated subscriptions to a minimum.
- Administer Directorate stationery requirements, ordering stock, keeping stock to acceptable levels. Processing the supplier invoices, through to authorisation.
- Regular front office cover for Support Services Team, at agreed times.
- Support for The OU in Scotland events as required and at agreed times.
- Provide financial processing support, as required and at agreed times, for the Support Services team.

All staff are expected:

- To comply with the University’s Health and Safety and Equal Opportunities policies in the performance of your duties.
- To take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with The Open University in ensuring as far as is necessary, that Statutory Requirements, Codes of Practice, University Policies and Departmental Health and Safety arrangements are complied with.
- To demonstrate a strong commitment to the principles and practice of equality and diversity.
3. Skills and Experience

- Discretion and ability to maintain confidentiality is essential.
- Conscientious and organised approach to work.
- Work accurately with attention to detail, coupled with strong numeracy.
- Flexibility to cope with meeting deadlines and changing priorities.
- Ability to handle multiple tasks, recognise and resolve conflicting priorities.
- Work across cultures.
- Use of Microsoft office packages, including Outlook, Word, Excel and PowerPoint.
- Good interpersonal skills, including strong written and oral communication skills.
- Ability to take timely decisions and provide solutions.
- Well-developed time management skills including a willingness to be flexible and the ability to work under pressure and manage changing priorities.
- Ability to be a team player but also able to work independently whilst servicing the needs of a variety of ‘customers’.
- Ability to cope with repetitive tasks.

4. Role specific requirements e.g. Shift working

N/A

5. About the unit/department

involved in the development of HE policy alongside the other 18 higher education institutions in Scotland. Since April 2000, the teaching of OU students resident in Scotland has been funded by the Scottish Funding Council.

With over 17,000 students, Open University students can be found in virtually every postcode district and community in Scotland. Social justice and equality of opportunity are at the heart of everything the OU does and widening access to higher education is the ambition on which it was founded. The Open University is committed to extending opportunities for educational success to all who wish to realise their ambitions and fulfil their potential. The OU’s open access policy, flexible part-time delivery, its bridging programme with schools, college articulation agreements and geographical reach position us well as Scotland’s national widening access university. More than 20% of our undergraduate students have qualifications below standard university entrance level when they joined the OU, over 18% have a declared disability and almost 19% are resident in the most deprived areas of Scotland (based on the Scottish Index of Multiple Deprivation).

With over 70% of our students in work while they study with us, The Open University in Scotland occupies a unique place in terms of developing the Scottish workforce. We work closely with employers, trades unions, public sector bodies, institutes, private, third sector and community organisations, universities, colleges, and schools across the whole of Scotland.

130 academic, administrative, and secretarial and clerical staff work from the OU’s office in Edinburgh managing the University’s business in Scotland. The OU in Scotland works in collaboration with colleagues across England, Wales, and Northern Ireland and, in particular, with the Academic Services Unit in providing support to our students.

More information can be obtained from The OU in Scotland website at www.open.ac.uk/scotland
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 Helen Wilkinson on 0131 226 3851 or email Scotland-Directorate-PA@open.ac.uk

If you have any questions regarding the application process please contact the Staffing Co-ordinator by email: Scotland-Staffing-Coordinator@open.ac.uk.

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>How to apply:</th>
<th>As well as a completed application form, you must provide a supporting statement/covering letter providing relevant examples as evidence to support your skills and experience for this role. The selection panel will consider how well the information you provide demonstrates that you meet the criteria identified in Section 3 (Skills &amp; Experience).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please ensure your application reaches the University by:</td>
<td>5pm on Thursday 12th March 2020</td>
</tr>
<tr>
<td>E-mail your application to:</td>
<td><a href="mailto:Scotland-Recruitment@open.ac.uk">Scotland-Recruitment@open.ac.uk</a></td>
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8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Helen Wilkinson, Personal Assistant to Director &amp; Directorate Team</th>
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<tr>
<td>The other members of the interview panel are expected to be:</td>
<td>To be confirmed</td>
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<tr>
<td>The interviews will take place on:</td>
<td>30 March 2020</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>A short desk exercise followed by formal interview.</td>
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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.

Applications received after the closing date will not be accepted.

Expenses incurred for travelling to the interview will not normally be reimbursed by the University.