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>15543</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Technology Engagement Assistant</td>
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<tr>
<td>Reports to:</td>
<td>Technology Engagement Manager</td>
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<tr>
<td>Salary:</td>
<td>£22,659 to £25,482</td>
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<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>5</td>
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<tr>
<td>Duration of post:</td>
<td>Temporary contract for 24 months</td>
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<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall</td>
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<tr>
<td>Closing date:</td>
<td>12:00 noon on 22 January 2019</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Long version application form with covering letter</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Glyn Bailey</td>
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</tbody>
</table>
2. Summary of duties

Playing an integral part of the team that make up the Chief Information Office Portfolio, the Technology Engagement Assistant is responsible for creating, maintaining and coordinating written communications for the department, which support the development of internal communications and staff engagement across the unit. This will include, but is not limited to, the IT intranet, unit briefings and change communication.

The post holder will also write and publish communications to IT staff and University business partners through a range of a variety of different mediums and channels.

Main responsibilities
- To support the development and execution of department communications covering Change, Staff Engagement and Information Sharing.
- To work as part of the team to promote ‘business as usual’ work within the department, as well as working to support specialist projects and strategies, such as the University’s Strategic Technologies programmes.
- Work with colleagues in department to define requirements for communications.
- Coordinate, edit and publish the department’s newsletter.
- Create, manage and maintain relevant communication channels with stakeholder groups to ensure appropriate communications are delivered to the relevant audience.
- Diarise and ensure that agreed regular communications are delivered in a timely and appropriate manner.
- Make sure that all communications are appropriately signed-off by relevant stakeholders.

To develop, agree, write, publish and ensure adherence to all agreed standards (e.g. style, design, language, accessibility etc.)
- To ensure that all communications are written and designed to agreed standards.
- To make sure that all intranet content for the department is maintained appropriately.
- To be responsible for all documentation published through the department’s intranet is consistent, high quality, clear, concise and suitable for its target audience.

To maintain appropriate skill set and to own and maintain Personal Development Plan
- In conjunction with line manager ensure that adequate skills are developed & maintained to support role.
- To identify any development requirements with line manager.
3. Person specification

**Requirements  (E = Essential/ D = Desirable)**

**Education, qualifications and training**

- Good standard of literacy, numeracy and general education.
- English and Maths GCSEs at grade C or above (or equivalent).
- High standard of written and oral communications skills.

**Knowledge, work and other relevant experience**

**Essential:**

- Strong collaboration skills.
- Ability to create, develop and maintain effective working relationships with a wide range of colleagues.
- Computer literacy – experience in the use of Microsoft Office packages and in the use of new technology applications.
- Ability to adapt to conflicting priorities within a changing environment.
- Able to plan own workload.
- Ability to work accurately under pressure, to agreed timescales and within delivery standards.
- High level of customer focus and ability to deal effectively with a wide range of internal and external customers.
- Ability to interpret and disseminate complex information both face to face and in writing.

**Desirable:**

- Experience of producing and publishing documents.
- Design skills (for posters, leaflets, presentations).
- Work-based social media experience.
- Experience of the development of websites for providing information.
- Experience of giving presentations.

### Personal abilities and qualities

#### Essential:
- Attitude which welcomes new challenges and a constantly changing work environment.
- Evidence of responding positively to new ideas.
- Able to work independently and on own initiative.
- Demonstrates personal responsibility.

#### Desirable:
- Willingness to keep up to date with specialist knowledge and skills.

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

N/A

### 5. About the unit/department

The Open University is the largest academic institution in the UK and is a world leader in the design, content and delivery of supported open learning. We have an unrivalled track-record of using the latest technologies to provide educational opportunity to students all over the globe, ensuring we stay true to our mission to be open to people, places methods and ideas.

The CIO Portfolio brings together areas of the University to improve the provision of service, assurance and governance across Technology, Data, Change, Information Security, plus programmes and projects.

We are a highly-skilled, joined-up team, focused on bringing our resources together to serve the University and support our students better.

### 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 Vickki Bradfield-Mullenger on 01908 655040 or email: vickki.bradfield-mullenger@open.ac.uk
7. The application process and where to send completed applications

Please ensure that your application reaches the University by: 12:00 noon on 22 January 2019

Post it to: Details below
Name/Job title: Glyn Bailey
Department/Unit: IT Recruitment
Address: The Open University, Walton Hall, Milton Keynes, Buckinghamshire,
Post Code: MK7 6AA.
Or e-mail your application to: IT-Recruitment@open.ac.uk

8. Selection process and date of interview

The interview panel will be chaired by: Vickki Bradfield-Mullenger, Technology Engagement Manager
The other members of the interview panel will be: TBC
The interviews will take place on: TBC
The selection process for this post will include: An interview and a short competency test

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.