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>14713</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Faculty Co-ordinator</td>
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<tr>
<td>Reports to:</td>
<td>Team Manager Northern Ireland</td>
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<tr>
<td>Salary:</td>
<td>£32,548 to £38,833</td>
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<tr>
<td>Terms and conditions:</td>
<td>Academic-Related</td>
</tr>
<tr>
<td>Grade:</td>
<td>7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Temporary contract for 24 months</td>
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<tr>
<td>Working hours:</td>
<td>Full-time</td>
</tr>
<tr>
<td>Location:</td>
<td>Belfast Office, The Open University, Northern Ireland</td>
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<tr>
<td>Closing date:</td>
<td>5.00pm on 6 September 2018</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Covering Letter, Long application form and CV</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Three</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Roger Davis</td>
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</tbody>
</table>
2. Summary of duties

The Faculty Co-ordinator is an academic-related member of the School of Health, Wellbeing and Social Care (HWSC) in the Faculty of Wellbeing, Education & Language Studies (WELS) at the Open University in Northern Ireland (OU NI). They are part of a larger National team of academic, academic-related staff, administrative and student services colleagues involved in delivering health and social care qualifications and professional programmes.

We are seeking a highly organised and enthusiastic individual to manage and co-ordinate administrative support activities which facilitate the delivery of the Faculty’s professional programmes in Nursing and Social Work. You will support the professional programmes in operationalising and managing student, curriculum and tuition policies. You will ensure that efficient systems, processes and procedures are in place to support complex registration and retention activities. Working with the colleagues from across the University, you will be responsible for administrative processes related to the delivery of services to students, employers and Associate Lecturers (ALs). You will be a point of contact for prospective students, current students and their employers or sponsors amongst others.

You will have strongly developed administrative and organisational skills, with a relevant degree or equivalent qualification and demonstrable experience relevant to the role. You will be highly motivated, able to demonstrate flexibility, excellent communication, team working and a commitment to collaborative working across organisational boundaries. You will need to be flexible, adaptable and have the ability to work independently and as part of a team.

This post will be located in Belfast with the successful candidate being expected to live within reasonable commuting distance. Whilst most work will be undertaken during office hours, some evening/weekend work may be required. Whilst most travel required will be within Northern Ireland, occasional travel to Milton Keynes and other OU offices in the UK may also be required.

The post holder will be expected to:

- Ensure that Northern Ireland specific requirements for the administration of the professional programmes are met, in collaboration with staff based in both Northern Ireland, centrally based staff at Milton Keynes and relevant professional bodies and employers in Northern Ireland;
- Contribute to the effective management of the Nursing and Social Work programmes though the provision of support, advice and guidance to students, sponsoring agencies and employers;
- Promote the OU’s Nursing and Social Work Programmes and other professional development opportunities to sponsors, employers and other stakeholders;
- Work collaboratively with colleagues and partner organisations in the recruitment and selection of students for entry to the professional programmes and in ensuring effective induction for new students;
- Create an administrative link between the Student Recruitment and Support Centre staff, Staff Tutors, Education Managers and employers/sponsors to ensure accurate and relevant programme information is provided and that registration processes are managed effectively;
- Manage administrative systems and processes for the recruitment, selection, appointment of ALs in collaboration with Staff Tutors, Education Managers and Associate Lecturer Services (ALS);
- Allocate students to ALs and Programme Tutors and organise timetables, day schools, student forums, provide management information on student registrations, in accordance with Group Tuition processes, and in collaboration with colleagues and ALS;
- Deal with non-academic requests and queries from Associate Lecturers and maintain efficient systems for monitoring tutorial attendance, retention and tutor/student support, in conjunction with Staff Tutors and Education Managers;
• Deal with non-academic queries from students and enquirers, advising accordingly and with awareness of the particular requirements of the professional programmes;
• Monitor the progress of formal complaints from students, working with appropriate colleagues to ensure their proper resolution;
• Work with Staff Tutors and Associate Lecturer Services Professional Development (ALSPD) to plan and co-ordinate Associate Lecturer staff development activities and mentor/practice educator briefings, participating in them as required;
• Contribute to Faculty marketing and promotional activities and arrange briefing events for colleagues on various aspects of the Faculty’s programmes;
• Develop and maintain effective working relationships with academic staff, team assistants and establish links with members of the programme teams in the School and the Faculty at Walton Hall;
• Maintain a good knowledge of relevant OU policy and procedures and use a variety of IT programmes and software packages to support the management of educational programmes and compliance with internal and external policies;
• Any other duties as required.

3. Person specification

Requirements  (E = Essential/ D = Desirable)

Education, qualifications and training

• A degree or equivalent qualification and/or
• Demonstrable experience relevant to carrying out the role.

Knowledge, work and other relevant experience

Essential:

• Demonstrable experience of successful administrative work and developing administration systems;
• Excellent organisation and communication skills with the ability to express ideas clearly both orally and in writing, to analyse and interpret numerical data and disseminate information effectively;
• Excellent information and communication technology skills, including the ability to use Microsoft applications including Word, Excel & Outlook, and experience of using databases, spreadsheets and templates;
• Experience of planning, organising, prioritising and scheduling tasks to cope with conflicting demands and deadlines, paying attention to detail and managing records effectively;
• Good interpersonal skills to facilitate effective membership of multiple tasked teams, with the communication skills needed to support effective liaison with academic, administrative colleagues and Associate Lecturers;
- Excellent interpersonal skills with experience of building good relationships, using tact, discretion and own initiative and managing, organising or co-ordinating others;
- Good planning skills with the ability to work proactively with minimum supervision and ensuring delivery to quality standards, budget and schedule;
- Experience of building good relationships and considering the needs of customers including students, employers and other health and social care agencies;
- Experience of working with confidential information and awareness of the principles of data protection issues;
- Knowledge of and commitment to the OU mission, including equality and diversity issues;

**Desirable:**
- An understanding of issues around student access, support needs, retention and success in the context of higher education;
- Knowledge of the local context of the post.

### Personal abilities and qualities

<table>
<thead>
<tr>
<th>Essential:</th>
<th>Desirable:</th>
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<tr>
<td>- Ability to prioritise work, anticipate risks, make timely decisions and</td>
<td>- Experience of administrative work in an educational context;</td>
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<td>remain effective under pressure.</td>
<td>- Familiarity with distance learning and the teaching methodology of the OU.</td>
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<td>- Proven ability to work proactively with minimum supervision, using your</td>
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<td>own initiative;</td>
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<td>- A willingness to use more IT advanced software after appropriate training;</td>
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<td>- Ability to work flexibly, independently, pro-actively and co-operatively</td>
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<td>in a variety of team settings;</td>
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<td>- A person who can engage with a wide range of colleagues and who is</td>
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<td>resilient and adaptable to change.</td>
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<tr>
<td>- Ability to work flexibly and in an adaptable way, sometimes under</td>
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<td>considerable pressure.</td>
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<tr>
<td>- Ability to travel around Northern Ireland, to Milton Keynes and other</td>
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<tr>
<td>OU offices in the UK;</td>
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### 4. Role specific requirements e.g. Shift working

Based in the OU in Northern Ireland in Belfast.

Travel across the UK, Southern Ireland and some evening and weekend work may be required.
5. About the unit/department

The Open University in Northern Ireland

The Open University (OU) is Northern Ireland’s leading provider of part-time higher education. The cornerstone of the OU’s mission to be open to all and our open entry system allows us to offer the opportunity for study to people from all backgrounds and sections of the community. For example, more than one third of our undergraduate students had qualifications below standard university entrance level when they joined the OU.

The OU is an integral part of the NI higher education community and actively involved in the development of HE policy alongside all other higher education institutions in NI. Since 2004 the OU in partnership with the Department of Health (DOH) has supported pre-registration nurse education. We work closely with union partners also to open up and offer learning and development opportunities to all staff groups. We also work closely with our partners in the Independent sector and are developing more opportunities for learning and development currently, all in line with current health and social care policies, with a clear focus on Delivering Together. Visit [www.open.ac.uk/northernireland](http://www.open.ac.uk/northernireland) to review current work.

Faculty of Wellbeing, Education and Language Studies

The Open University has embarked on a period of transformational change and in August 2016, restructured into four new Faculties, each comprising a number of Schools. The new Faculty of Wellbeing, Education and Language Studies is based in Milton Keynes and in a number of regional and national offices, with our Student Support Team located in Nottingham. The majority of our 35,500 students are in the UK but the Faculty also has students in the Republic of Ireland, continental Western Europe and elsewhere in the world. The Faculty’s curriculum comprises programmes at undergraduate, Masters and doctoral levels.

School of Health, Wellbeing and Social Care

The School of Health, Wellbeing and Social Care is one of three Schools within the Faculty. It is characterised by a vigorous intellectual life fostered through shared research/scholarship interests, collaborative teaching, and a strong external focus. The School has three distinct but inter-related areas of curriculum: Health and Social Care, Nursing, and Social Work. The School is committed to making a difference to health and social care practice and to working in partnership with key stakeholders. The School’s mission is to transform lives through health and social care education and research. Our teaching materials are underpinned by the excellence of our research as well as high quality scholarship in the area of teaching and learning that focuses on the delivery of an excellent student experience. Students of the School have won prestigious awards including, for example, the Scottish Association of Social Workers student of the year award and the Royal College of Nursing Student Nurse of the Year Award in Northern Ireland and Health Care Assistant of the year award in 2018.

Teaching

The University has been developing and delivering supported open learning in the field of health and social care for over 40 years. Our materials are highly respected and we have become one of the largest providers of educational opportunities and learning solutions in this sector. Our practice-focused curriculum and emphasis on meeting the need of the health, social work and social care workforce, makes us very different from other, more traditional academic units. The School:

- Supports a large student population of approximately 11,000
• Offers a diverse range of open modules and qualifications in the field of health and social care that are relevant to practice and the work place

• Is the UK’s largest provider of part-time social work training

• Has a unique pre-registration nursing programme which offers a work-based qualifying route for healthcare support workers across the UK

• Works in partnership with employers to provide learning programmes that meet their changing needs. Over 50% of its students are currently sponsored by employers, mainly in the NHS, DOH here in NI, social services and the voluntary and Independent sector here in NI

• Has a research community committed to promoting the synergy between research/scholarship and learning and teaching

• Is strongly committed to the principles and practice of equality, diversity, widening participation and to the pursuit of social justice.

The School develops open and distance learning materials for multi-disciplinary and multi-professional use, qualifying and post-qualifying routes, and vocational training. Modules and study materials cover a wide range of subject areas including social work; nursing; community care; working with children, young people and families; youth justice and law; public health; care management; mental health; dementia care and end-of-life care; communication in health; and mentorship and leadership.

Whilst most of the School’s curriculum is open to all, we currently offer two professional qualifications – a degree in Social Work and a degree in Nursing (adult or mental health) that are available to students who are sponsored and supported by their employers.

Research and scholarship

The School has a strong track record in applied health and social care research. We are funded by the Research Councils (ESRC and AHRC), the National Institute for Health Research and a wide range of trusts, charities and commercial organisations. In REF2014, 69% of our research submitted to UoA22 (Social Work and Social Policy) was judged to be world leading (4*) or internationally excellent (3*). 73% of our research was assessed as 4* or 3* for impact and 75% for research environment.

We continue to develop and invest in research and have a particular interest in:

• the role of innovative methodologies for health and social care research

• the study of normative/non-normative life-course trajectories, and the impact of these on experiences of health, care and wellbeing.

Our research is currently organised into five broad research themes: Ageing and later life; Children, young people, parenting and families; Death, dying and bereavement; Living with disability and long-term conditions; and Reproduction, sexualities and sexual health. Most of our staff work within, or across, these themes. Staff in the School are listed on the editorial boards or hold editorial responsibilities across more than 25 academic journals

The School is committed to making a difference to health and social care practice and works in partnership with research users in all of our activities. We have a lively postgraduate community on campus and a busy international research events calendar.

The School is continuing to grow its enterprise and knowledge exchange activities through the development of long-term, strategic external partnerships and maximising the impact of our research through effective communication, supported by our busy events schedule.
Collaborations with the BBC

Over the past few years the School has been involved with a number of high quality popular broadcasts, developed in collaboration with the BBC. These have included *Great Ormond Street*, a three part series looking at the running of the hospital and the decisions made in the treatment of children; *Back to school with the Hairy Bikers* following an intergenerational project in a community in Oxford; and *The Big C and Me* a three part series following a number of people who were diagnosed with Cancer and undergoing treatment. School staff were also involved in the award winning film *How to die; Simons Choice* which tells the dramatic and poignant story following one man’s decision to end his life at a suicide clinic.

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:

**Donna Gallagher**, Team Manager on 02890245025 or 07768884790 email: donna.gallagher@open.ac.uk.

If you have any questions regarding the application process please contact Helen Jackman on 01908 332247 or email: wels-recruitment@open.ac.uk.

7. The application process and where to send completed applications

Please ensure that your application reaches the University by: 5:00pm on 6 September 2018

Post it to: The Open University

Name/Job title: Staffing Assistant

Department/Unit: WELS Staffing Team

Address: Room 116 – 118 Horlock Building
Walton Hall
Milton Keynes

Post Code: MK7 6AA

Or e-mail your application to: Wels-recruitment@open.ac.uk

8. Selection process and date of interview

The interview panel will be chaired by: TBC

The other members of the interview panel will be: TBC
<table>
<thead>
<tr>
<th>The interviews will take place on:</th>
<th>TBC</th>
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</thead>
<tbody>
<tr>
<td>The selection process for this post will include</td>
<td>TBC</td>
</tr>
</tbody>
</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.

Applications received after the closing date will not be accepted.