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>14821</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Programme Assistant</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Admissions Manager / Assistant Partnerships Manager</td>
</tr>
<tr>
<td>Salary:</td>
<td>£22,659 to £25,482</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial &amp; Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>5</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Temporary contract for 24 months</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours per week</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>5.00pm on 24 September 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Covering Letter and Application Form</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Two</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Helen Jackman</td>
</tr>
</tbody>
</table>
2. Summary of duties

This is an interesting and varied position within the School of Health, Wellbeing & Social Care. Initially the role will include administration for either the Social Work (vacancy ref 14821) or Nursing (vacancy ref14956) programmes however, it is expected that both roles will expand to work across both programmes in the coming months. The role directly supports the selection and admissions process for students entering the degree programme. This includes advising students and employers on the procedures and associated deadlines for selection; collating and logging supporting documentation for entry onto the programme; processing medical questionnaires and progress chasing. This is a critical role which ensures students meet the entry requirements of and are registered on their chosen degree.

You will join a small friendly team, providing secretarial, administrative and organisational support to ensure the smooth day-to-day management of information, activity and events within the department. You will work under minimum supervision in an environment where workload is variable and sometimes unpredictable due to the external-facing nature of the business.

Job Description

- To act as the initial contact for the Programme in England with particular regard to work-based learning data maintenance.
- Take a lead role in setting up and maintaining administrative systems to support each new academic year specifically in terms of database management from a variety of sources, and checking the accuracy of the data;
- Support the Programme selection days by assisting with the collation, preparation and dispatch of student applications and supporting materials to panel members and venues.
- Responsible for progress-chasing and gathering the required entry documentation for each student coming onto the programmes (in particular, checks including Disclosure and Barring Service (DBS), prior qualifications, and occupational health);
- Responsible for verifying information submitted by comparing it with university databases, and querying details as necessary;
- Check initial registrations and checklists before processing with the specialist Partnerships team in Student Registrations, and providing accurate and timely provisional booking information to that team to enable corporate and individual reservations to be made on the main student database (CIRCE);
- Process medical questionnaires; ensure cheques and invoices are received and processed;
- Use judgement and initiative when answering telephone queries from sponsors and students on degree entry, selection processes and study;
- Track documentation at its various stages with the University, including keeping a log on a tracking database;
- Maintain sponsor contact details to ensure mailings reach the correct correspondents, and generate mailing list runs from the databases;
- Maintain own filing system to ensure speedy retrieval, and be responsible for the data image processing (DIP) of students' documentation;
- Type and send emails/letters to enquirers, sponsors and students;
- Ensure the student relationship management system (VOICE) and mailbox queries are answered appropriately;
- Assist with the administration of the Degree Selector process, whereby employers can gain OU approval to carry out their own selection of students. This includes logging submissions, sending them to an internal Panel for consideration, liaison with the Panel and the external organisations, and informing applicants of the outcome of their applications;
- Assist in the maintenance of the Programme websites which are designed for different audiences.

General Duties

- Access and use various IT-based University systems including databases to access and update information on students; sponsors; practice assessors; and agency contacts;
- Work generally within the Programmes supporting the team to ensure their smooth running, using a
high level of integrity and confidentiality;

- Attend meetings, provide support and take minutes if required (including external meetings);
- Work with Excel spreadsheets as required to provide information to a variety of users, both internal and external to the University;
- Process mail (including confidential items) and action replies where appropriate;
- Ensure that all confidential materials and communications are kept secure with restricted access of files, keeping a relevant inventory;

Other Duties

- Provide secretarial and clerical support when workload permits to other projects within the School or Programmes that may be requested by the Management Team;
- Participate in the rota for sorting of mail deliveries;
- Proactively undertake training and development as required for the post;
- Co-operate with other colleagues to ensure: telephones are not left unattended, absences are covered, and assistance is given during busy periods;
- Comply with health and safety regulations.

3. Person specification

Requirements  (E = Essential/ D = Desirable)

Education, qualifications and training

Essential:  
- GCSE grade C or equivalent (to include English);
- Standard IT skills (Word; Excel; Outlook; PowerPoint, Access).

Knowledge, work and other relevant experience

Essential:  
- Experience in a secretarial, administrative or senior clerical post in office work or equivalent;
- Good written and oral communication skills including having the confidence and ability to deal with a range of external contacts and to use discretion in dealing with others;
- Ability to take meeting notes/minutes;
- Good organisational ability with a high level of attention to detail;
- Excellent telephone manner and communication skills including questioning, listening and interpreting;
- Awareness of confidentiality issues when handling issues/papers and student records of a sensitive nature;
- Ability to prioritise conflicting demands on time to meet deadlines;
- Ability to work in, and promote a team environment as well as working independently to use initiative to resolve problems/queries;
- Ability to deal with complex information and processes, digesting new information quickly;
- Ability to work well under pressure and respond to change in a flexible and positive manner.
### Desirable:
- Experience of successful working in a customer-facing role;

### Personal abilities and qualities

### Essential:
- Knowledge of and commitment to Equal Opportunities policies and practices;

### Desirable:

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

Willingness to travel occasionally to other OU offices and external venues, to support OU Selection Days.

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### 5. About the unit/department

**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.

**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 workplace.
• 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, social services and the voluntary sector.
• 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 in a number of high quality popular broadcasts. These thought-provoking programmes reach millions of viewers and are developed in collaboration with academics in the School and the BBC. Recent examples include ‘Hospital’ an award winning series which explores the dilemmas and decision-making that unfolds in NHS hospitals; Drugsland a documentary series that takes a detailed look at the consumption, dealing,
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 Louisa Taylor on 01908 654 250 or email: louisa.taylor@open.ac.uk or Clare Wailes on 01908 654 183 or email: clare.wailes@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. For information on how to apply please see: http://www.open.ac.uk/about/employment/how-apply-general-vacancies

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>5.00pm on 24 September 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td></td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Helen Jackman, Staffing Co-ordinator</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>WELS Staffing Team</td>
</tr>
<tr>
<td>Address:</td>
<td>Room 116-118 Horlock Building Walton Hall Milton Keynes</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6AA</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:Wels-recruitment@open.ac.uk">Wels-recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Louisa Taylor</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td></td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>TBC</td>
</tr>
<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.