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>14959</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Team Assistant Disabled Veterans Programme</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Team Administrator</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>GR4</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Temporary Contract until 31 July 2019</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12:00 noon, on Tuesday, 28 August 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Long application form.</td>
</tr>
<tr>
<td></td>
<td>In addition to a completed application form you must provide a covering letter outlining how you meet the criteria in the person specification. This is an important element of the application process. Please ensure that you provide relevant examples as evidence to support your statements. (CVs will not be accepted without an application form).</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

Through membership of the Alternative Formats Team and personal responsibility, enable accessibility and personalised teaching and learning via the provision of alternative format material covering a wide range of University modules and qualifications.

Provision of audio formats

Undertake activities that create and make available to students, audio versions of University text based teaching material.

Work in this area comprises:

- Preparing printed material (mainly examination papers) for reading
- Checking initial conversions of printed material to DAISY format
- Creating digital talking book ‘projects’
- Checking and editing audio recordings
- Processing recordings into digital talking book masters
- HTML1 editing of digital talking book ‘projects’ to rectify processing errors
- Creating zip files of completed projects and initiating the uploading of the files to module websites
- Checking the completeness of DAISY digital talking book availability on module websites
- Maintaining records on the progress of recording projects.
- Providing support for readers before, during, and after recording sessions by welcoming volunteer readers, setting up recording booths, allocating reading projects, responding to volunteer readers’ enquiries, diary management and maintaining a tidy and well organised Audio Recording Centre environment.

The audio material is produced as DAISY Digital Talking Books (DAISY DTBs).

Provision of non-audio formats

In response to student requests, undertake activities to organise, create and make available to students, the following types of non-audio formats of University teaching materials:

- Print copies of on-line teaching material
- Large print of text based material
- PDFs of printed material (electronic files)
- Comb-bound versions of printed material
- Transcripts of audio-visual material
- Braille transcriptions of text based material
- Tactile diagrams and images from printed material (selected graphical items provided normally within printed material)
- Other be-spoke alternative formats arising from specific student requests.

Duplication and distribution

- Compile digital talking book masters and PDF masters into mailing ‘projects’
- Make labelled copies from digital talking book masters and PDF masters
- Sample check copies for quality
- Compile and print transcript mailings
- Dispatch copied items to students
- Compile, print and dispatch adhoc alternative formats.

Student support and enquiry handling

1 Hyper Text Markup Language
### 3. Person specification

#### Education, qualifications and training

| Essential | Ability to apply knowledge and skills in a range of varied activities, performed in a variety of contexts. Some of the activities are complex or non-routine. Ability to work with some autonomy and exercise some personal responsibility.  
Collaboration with others is required.  
These requirements may be demonstrated by GCSEs at grades A*-C (including English language and mathematics) or equivalent qualifications or experience. |
|---|---|

| Desirable | NVQ Level 2/3 in Administration or Customer Services.  
Appropriate ECDL certification. |

#### Knowledge, work and other relevant experience

| Essential | Experience of working in a similar operational environment that includes one or more of the following: administrative accuracy, materials production, transcription, HTML editing, sound editing, digitisation.  
Experience of working in a service delivery/client-focused environment.  
Proven ability to work effectively in a team.  
Proven ability to work to deadlines, prioritising workload and managing time efficiently. |
|---|---|

| Desirable | Audio recording experience.  
Experience of working with, or being, a volunteer.  
Experience of improving accessibility/inclusion for disabled people. |

#### Personal abilities and qualities

| Essential | Effective interpersonal communication skills, for application largely within own areas of activity.  
The ability to sustain operational relationships with colleagues.  
Good IT skills, particularly with regard to spreadsheets and HTML, and a proven ability to learn and apply new applications. |
|---|---|
Good level of self-motivation.
Commitment to equality and diversity.
Ability to pass Audio Recording Centre ‘Test Read’.

Desirable:
- Interest in improving access/inclusion for disabled people.
- Methodical approach to work.
- Proven ability to respond positively and flexibly to changes in the working environment or needs of the role.

4. Role specific requirements e.g. Shift working

The day-to-day work pattern may not always be in accordance with the percentages indicated in the job description; it may vary from day-to-day, week-to-week, etc. but there is an expectation that this structure generally will be achieved over an annual cycle.

Normal office working hours are 08:30 to 17:30, Monday to Friday. The Audio Recording Centre is open to volunteer readers 09:00 to 17:00 during Monday to Thursday, and 09:00 to 16:30 on Friday, and exceptionally at other times according to business demand.

Willingness to work occasional evenings and weekends.

Annual leave of more than three consecutive working days may not be approved at peak times.

A Test Read pass at interview (a clear and accurate recording of a test passage to the standard required of readers) – requires a clear speaking voice, the ability to accurately review an audio recording, and the basic aptitude to operate the recording and editing equipment (following instruction).

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 Maxine Squirrell on 01908 653273 or email: maxine.squirrell@open.ac.uk.

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

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>12:00 noon on Tuesday, 28 August 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-mail your application to:</td>
<td><a href="mailto:SS-STS-Recruitment@open.ac.uk">SS-STS-Recruitment@open.ac.uk</a></td>
</tr>
<tr>
<td>Or Post it to:</td>
<td>The Open University</td>
</tr>
<tr>
<td>Job title:</td>
<td>The Recruitment Coordinator</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Academic Services</td>
</tr>
</tbody>
</table>
| Address: | Frank Henshaw Building  
 Hammerwood Gate  
 Kents Hill  
 Milton Keynes |
| Post Code: | MK7 6BY |

8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Maxine Squirrell, Senior Manager Disabled Student Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>Panel members to be confirmed to shortlisted candidates.</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>Week commencing 10th September 2018</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>A ‘Test Read’ in the Audio Recording Centre to test for a clear speaking voice, ability to accurately review an audio recording, and a basic aptitude to operate the recording and editing equipment.</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.

If you do not hear from us by 6 September 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.