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>15190</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Assistant, Operations, Planning and Results</td>
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<tr>
<td>Reports to:</td>
<td>Co-ordinator, Operations, Planning and Results</td>
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<tr>
<td>Salary:</td>
<td>£19,730 to £22,017</td>
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<tr>
<td>Terms and conditions:</td>
<td>Support Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>G4</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Temporary contract until 13 May 2020</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours per week</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12:00 noon on 27 September 2018</td>
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Type of application form accepted:

- Open University Full Application Form where you should detail how your skills and experience meet the criteria listed in the person specification.
- A covering letter of around 1000 words setting out why you are interested in this vacancy and how your skills make you a suitable candidate. **Applications received without a covering letter will not be considered.**

Number of referees required: Two

Unit recruitment contact: Julie Cheah
2. Summary of duties

To provide clerical support to the Operations, Planning and Results Coordinator in respect of tasks relating to the arrangements for end of module assessment and exams.

Tasks you will be asked to complete may include: exam centre preparation, student allocation, student identity checks, invigilation support and administration, support in making individual exam arrangements for BFPO, offender learners, viva voce exams and individual student exams.

Main responsibilities:

Assist in the production of schedules and meeting arrangements for assessment related activities, providing advice and guidance to colleagues throughout the University.

Assist in preparation and distribution of assessment related materials, including exam centre documents, marking and award documents, result notifications and certificates.

Assist in the maintenance of student and University assessment records using IT systems securely, accurately and in line with quality standards. Support arrangements for individual student exams, including non-established centre and Viva Voce exams.

Assist in the delivery of assessment arrangements for students throughout the UK, internationally and on an individual student basis.

Assist in the provision of timely and accurate information about assessment related activities to ACQ and OU colleagues.

Support Operations, Planning and Results Coordinator in recruitment and training of invigilators and provide support for queries from invigilators.

Send mailings, use online systems and complete document checks as directed.

Handle telephone and email queries from staff and students on a range of exam and invigilation matters.

Provide general clerical assistance as directed.

3. Person specification

<table>
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<tr>
<th>Requirements</th>
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<tr>
<td><strong>Education, qualifications and training</strong></td>
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<tr>
<td><strong>Essential:</strong> A good general level of education, including GCSE (or equivalent) in Mathematics and English (grades A-C).</td>
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<tr>
<td><strong>Desirable:</strong> NVQ Level 3 in Customer Service. European Computer Driving Licence (ECDL). Previous clerical experience.</td>
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**Knowledge, work and other relevant experience**

### Essential:
- **IT Skills**
  - IT experience including using Outlook, Word, Excel and Access.
  - Experience of using IT to complete everyday tasks.
- **Delivering Customer Satisfaction**
  - Excellent interpersonal skills; written communication, face-to-face and telephone.
  - Customer-focused approach.
  - Ability to maintain strict confidentiality, and high standards of security.
- **Supporting Innovation and Change**
  - Ability and willingness to adapt to changing working practices.
  - Ability and willingness to suggest new improved ways of doing things.

### Desirable:
- **IT Skills**
  - Knowledge of CIRCE, VOICE, ADAR and OU systems.
- **Delivering Customer Satisfaction**
  - Experience of communicating with a wide range of people by telephone and in writing.
  - Experience of working in a confidential and secure environment.
- **Supporting Innovation and Change**
  - Experience of working in an environment of change.

### Personal abilities and qualities

#### Essential:
- **Working Collaboratively**
  - A positive attitude and approach.
  - Ability to commit to the achievement of the team and team goals.
  - Willing to be an active member of the team.
- **Delivering Results**
  - Ability to undertake high volumes of routine tasks.
  - Take personal responsibility for tasks.
  - Ability to pay attention to detail and to maintain accurate records.
  - Willing to take direction.
- **Other**
  - Ability to lift boxes and push trolleys.
  - Ability and willingness to work some weekends and late nights.

#### Desirable:
- **Working Collaboratively**
  - Experience of working as part of a team, and independently.
Delivering Results
Aptitude for problem solving.
Ability to work under pressure and to tight deadlines.
Ability to use own judgement and initiative to organise own workload.
Other
Evidence of geographical knowledge.
Evident of knowledge of world affairs.

4. Role specific requirements e.g. Shift working

There will be an occasional requirement to work some weekends and some late evenings.

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.

ASSESSMENT, CREDIT AND QUALIFICATIONS (ACQ) – WITHIN ACADEMIC SERVICES
Assessment, Credit & Qualifications (ACQ) is based at Walton Hall campus in Milton Keynes and consists of approximately 109 staff with an annual budget of around £10.7 million. The Director of ACQ is responsible to the Director of Academic Services for the leadership and management of all activity associated with assessment, credit and qualifications.

ACQ consists of 2 distinct sections, each headed up by an Assistant Director:

Policy
The Policy section has four centres, each with a wide range of responsibilities, but some of the key ones are:
- Data and Systems
  Looking after online assessment-related data, working with academic teams to produce exam question papers and online assessments, managing systems permissions and coordinating systems development.
• **Policy Exceptions and Academic Conduct**  
  Dealing with exceptions to normal procedure and overseeing policy and procedures for exam invigilators. Managing complaints and appeals, cases of plagiarism and student misconduct in exams.

• **Policy Advice and Committee Support**  
  Giving advice on existing policy and supporting the bodies who decide student results, including the impartial advisors from other education institutions.

• **Communications and Planning**  
  Working closely with academic teams to gather assessment information and update systems so courses can be offered to students. Giving advice and guidance on what types of assessment can be used.

**Operations**

The responsibilities of the Operations centres are equally diverse, with some of the key tasks being:

• **Assessment Processing**  
  Overseeing work students submit for assessment, supporting students, tutors and colleagues, checking marking and managing quality assurance processes.

• **Operations Planning and Results**  
  Managing all activities relating to exams, including invigilation. Managing assessment marking, scheduling of assessment related activities and the processes around approving and issuing student module results.

• **Qualifications**  
  Dealing with all aspects of approving and issuing final qualifications to students at the end of their study.

• **Ceremonies**  
  Organising and managing our degree ceremonies, where our students, their families and friends can celebrate their success in a fitting way.

There is also a small Centre, Directorate Services, which supports the ACQ Directorate. This Centre co-ordinates activities on behalf of the Director and Assistant Directors and manages the Unit wide planning and resourcing processes, staffing administration, risk strategy, business continuity and co-ordination of Unit wide activities.

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 Andy Carron on 01908 332135 or email: andy.carron@open.ac.uk or Steve Waldock on 01908 653583 or email: Steve.waldock@open.ac.uk

If you have any questions regarding the application process please email: SS-ACQ-recruit-UAP@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 27 September 2018</th>
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<tbody>
<tr>
<td>Post it to:</td>
<td>Julie Cheah</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>ACQ Recruitment Coordinator</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Assessment, Credit and Qualifications</td>
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### 8. Selection process and date of interview

<table>
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<tr>
<th>The interview panel will be chaired by:</th>
<th>Andy Carron – Manager in Operations, Planning and Results</th>
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| The other members of the interview panel will be: | Zoe Fenn – Manager in Operations, Planning and Results  
Paul Callaghan – Co-ordinator in Operations, Planning and Results |
| The interviews will take place on: | Interviews are expected to take place during week commencing 8 October 2018. |
| The selection process for this post will include | Interview and pre-interview activity. |

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.