Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with the application. It also includes details of the application and selection process.

1. Role details

<table>
<thead>
<tr>
<th>Vacancy reference:</th>
<th>12505</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Executive Support Assistant</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Head of Executive Support &amp; Staff Welfare</td>
</tr>
<tr>
<td>Salary:</td>
<td>£22,659 - £25,482, pro-rata for 22.2 hours (actual salary £13,595 - £15,289)</td>
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<tr>
<td>Terms and conditions:</td>
<td>OU Student Association support staff (akin to OU Support staff)</td>
</tr>
<tr>
<td>Grade:</td>
<td>Grade 5</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Fixed Term, initially 12 months but with possibility of extension subject to funding</td>
</tr>
<tr>
<td>Working hours:</td>
<td>22.2 hours per week, with flexibility on start/finish times and days worked</td>
</tr>
<tr>
<td>Location:</td>
<td>OU Students Association Office, Open University campus, Walton Hall, Milton Keynes</td>
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<tr>
<td>Closing date:</td>
<td>9am, Monday 12th August 2019</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>OU Students Association Application Form only</td>
</tr>
<tr>
<td>Where to send applications:</td>
<td><a href="mailto:ousa-jobs@open.ac.uk">ousa-jobs@open.ac.uk</a></td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Recruitment contact:</td>
<td>Leanne Quainton, Head of Executive Support &amp; Staff Welfare via <a href="mailto:ousa-jobs@open.ac.uk">ousa-jobs@open.ac.uk</a></td>
</tr>
<tr>
<td>Interview date:</td>
<td>Thursday 22 August 2019</td>
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</table>
2. The Open University Students Association

The Open University Students Association was established by the Open University’s Royal Charter. Our current membership is around 170,000 students spread across the UK, continental Europe and beyond. The overwhelming majority of our students study part time and at a distance. Our student body is among the most diverse in the UK Higher Education sector, with for example the largest single community of disabled students in Europe. Our mission is ‘to be the voice of and community for all OU Students’. We are a Student Union, under the definition of the Education 1994, and a charity registered with the Charity Commission and Office of the Scottish Charity Regulator.

Generally, the Association is an organisation of students, run by students, operating through a democratic structure. It is headed by our elected student President.

As a registered charity, ultimate authority and responsibility for all of the Association’s activities is vested in the Board of Trustees, which currently comprises nine elected student positions and a further three external trustees. Our Central Executive Committee sets our student-facing policy and acts as the representative voice of students within the University and in the external world.

Our values are Democracy; Equality; Integrity; and Partnership.

Our strategy (www.oustudents.com/our-strategy) to 2020 has three core objectives:

a) To listen to OU students and represent their collective voice and academic interests

b) To engage students in a vibrant and supportive community and create new opportunities

c) To raise awareness of our actions and the impact of our work to enhance the student experience and student success

The OU Students Association also operates a trading subsidiary, OUSA (Services) Ltd trading as the OU Students Shop which sells a range of branded merchandise and study aids. We also have a separate grant-giving charity, the Open University Students Educational Trust (OUSET), which supports students in financial hardship.

3. The OU Students Association Office

We are based on the University’s campus in Milton Keynes. Our staff team works closely with our elected student representatives and is responsible for delivering the wide range of services, activities and functions undertaken by the Association. Currently we have eight specialised teams and a short (but far from comprehensive overview) is provided below:

The Student Voice team focus on our work in the areas of education policy, including the recruitment and support of our team of Central Representatives, student consultation, representation and research.

The Student Community team undertake projects to engage students in their Association and University community which includes supporting student societies and groups and the planning and delivery of online events such as Freshers. They also manage services designed to support student welfare including Nightline and Peer Support and play a key role in the planning of our biennial Conference.
The Digital Communications team manage our website, branding, social media platforms, radio and magazine in addition to improving the Association’s ability to adopt and utilise new technology and digital tools.

The Student Volunteering team is dedicated to supporting current student volunteers and creating new opportunities to volunteer and get involved with the Students Association.

The Student Support team works to ensure that all OU students get access to the appropriate support services and that there is a level playing field available to all students regardless of the different challenges they face. The Students Association also provides many of its own support services for students.

The Finance and Resources team handles all elements of financial processing and monitoring, supports annual budget setting and subvention negotiations with the University and oversees purchasing and general maintenance and administration of the office.

The Executive Support and Staff Welfare team oversees and coordinates on all matters of general HR administration and policy including maintaining and developing a positive organisational culture for staff. The team also leads on the facilitation of the Association’s Board of Trustees and Central Executive Committee meetings as well as offering executive support to the Chief Executive and Association President.

The Operations team provides the first point of contact for students and manages our grant-giving educational trust (the OU Students Educational Trust) and our OU Students Shop, including our web store and our marketing presence at events such as degree ceremonies. They also manage our suite of online forums.

4. The Post

The post holder will be part of a small, hard-working team providing high quality administrative support to the Head of Executive Support and Staff Welfare and working closely with the Chief Executive and Deputy Chief Executive (Student and Staff Engagement). The role will support the arrangements and facilitation of the Central Executive Committee and other senior meetings, all matters of general HR administration and support the overall mission of maintaining and developing a positive organisational culture in a happy and productive environment for our staff.

As well as the duties listed below, you will also be responsible for the many and varied administration tasks of the team, as directed, which may change from time to time to meet the needs of a busy organisation.

- To assist the Head of Executive Support and Staff Welfare with administrative tasks that support the work of the Executive Support & Staff Welfare team.

- To assist in providing professional secretarial support to the Chief Executive and the President. This will include managing the diaries of the Chief Executive and President where required and arranging meetings with senior members of staff from across the University and externally.

- To lead on the coordination of the monthly Team Meetings as well as assisting in the preparation and arrangements for Management Team Meetings and any away days.
• To support the organisation of all CEC and BoT events including Central Executive Committee meetings, Board of Trustees meetings, both online and face-to-face; and the annual dinner. This will include: making bookings for accommodation/AV equipment and evening meals or activities; preparation of meeting papers and occasional minute taking.

• To assist the Head of Executive Support & Staff Welfare in general HR administration. This will include: staff recruitment; the development and maintenance of HR office procedures; staff admin procedures including logging staff holiday and overtime; any general health and safety matters or procedures

• To support the Head of Executive Support & Staff Welfare in work to maintain and develop a good office culture. This will include assisting in the arrangements of any staff team building or other significant events to support general team welfare and wellbeing.

• To support the Deputy Chief Executive (Student and Staff Engagement) on any administrative tasks required.

• To work with colleagues to support the administrative operations and processes around the organisation and delivery of the biennial student Conference. This will include attending the biennial Conference and assisting with tasks as directed. The next Conference is scheduled for 26 – 28 June 2020.

• To undertake any training relevant to the role and implementing the learning as appropriate.

• To undertake any other duties across office teams as commensurate with the role.

7. The Person

Note: Applicants who have not clearly demonstrated in their application that they possess the essential qualifications, experience and knowledge will not normally be short-listed. Desirable elements are those that it would be useful for the post-holder to possess and will be used to assist the short-listing process where we receive a high volume of good applications. In your personal statement, it is important that you draw on examples to provide evidence of how you meet at least the essential criteria.

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td><strong>Education, qualifications and training</strong></td>
<td></td>
</tr>
<tr>
<td>Good general standard of education, with GCSE Grade A*-C in English</td>
<td>Further/higher education qualifications</td>
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<tr>
<td><strong>Knowledge and experience</strong></td>
<td></td>
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<tr>
<td>Experience in an office administration role</td>
<td>Experience in working in a HR related role</td>
</tr>
<tr>
<td>Experience of planning and organising events</td>
<td>Experience in project work</td>
</tr>
<tr>
<td>Experience of developing and maintaining effective office systems and procedures</td>
<td>Experience of dealing with people from a range of backgrounds and needs</td>
</tr>
<tr>
<td>Experience of working in a busy office environment</td>
<td>Knowledge of the work of the Open University Students Association</td>
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**Skills, capabilities and qualities**

- Excellent IT skills (Microsoft Office: Outlook, Word, and Excel)
- Excellent administrative and organisational skills
- Able to minute-take
- Self-motivated and able to work on own initiative
- Good interpersonal skills
- Able to learn and adopt new skills with a positive, flexible and adaptable approach to work

**Additional requirements and special working conditions**

- A flexible approach to work, including a willingness to work occasional evenings and weekends by prior agreement with line manager
- Commitment to equality and diversity
- Commitment to own professional development
8. General Information

Terms and Conditions
The terms and conditions which apply to this post are similar to those applying to Support Staff of the Open University.

Hours of Work
This appointment is a part time, fixed term position for 12 months initially with potential to extend subject to funding. The working week is 22.2 hours with flexibility on start/finish times and the days worked to suit the right candidate.

We operate flexible working which provides for flexibility on how the hours are worked in meeting business needs. Core hours are 10am to 11:30am and 2pm to 4pm daily with flexible start and finish times between 7am and 7pm. Some weekend/evening working is required as part of the role and is recompensed by appropriate payments and/or time off in lieu. The OU Students Association encourages staff to maintain a healthy work-life balance and supports family friendly and agile working. Staff also have access to clubs and leisure activities which are also open to Open University staff and there is a great community on the campus.

All Association staff are asked to work at the biennial OU Students Association Conferences. The date of the next Conference is over the weekend of 26 – 28 June 2020.

Probation
The appointment will be subject to a probationary period of three months prior to confirmation of permanent appointment.

Salary
The appointment will be made at a suitable point on the Grade 5 salary scale £22,659 - £25,482, pro-rata for 22.2 hours (actual salary £13,595 - £15,289). It is usually our intention to appoint at the lowest point of the scale to enable progression, but we will consider the circumstances and current salary of the successful candidate when making an offer.

Holiday
The Association annual leave period runs from 1 August to 31 July. The full annual entitlement is 30 working days in addition to 8 public holidays and days on which the Open University campus is closed (generally 3 days over the Christmas period). Part time staff annual leave is calculated pro-rata according to hours worked.

Development Opportunities
The OU Students Association is committed to developing its staff and provides appropriate training and networking opportunities.

Permanent staff who have completed their probationary period are currently also able to study OU modules for free through the University’s staff fee waiver scheme.

Staff Structure
Our current staff structure is shown at the rear of this pack.
9. How to Obtain More Information about the Role or Application Process

The details provided here are intended to be an overview of the role and our organisation. However, there is also a considerable amount of information about our organisation on our website: www.oustudents.com

If you have a specific appropriate question that is not covered here and you wish to ask it before making an application then please contact Leanne Quainton, Head of Executive Support & Staff Welfare at ousa-jobs@open.ac.uk.

10. The Application Process and Where to Send Completed Applications

Applications will only be accepted on the OU Students Association application form. No CVs or applications on other forms will be accepted.

Please ensure that your application reaches us by: 9am, Monday 12 August 2019. Applications received after the deadline will not be accepted.

Please e-mail your application form to ousa-jobs@open.ac.uk with the job title included in the subject line. You will receive a response to acknowledge receipt.

If you do not hear from us within 4 weeks of the closing date, you should assume that your application has been unsuccessful on this occasion.

11. Selection Process and Date of Interview

Candidates should use the descriptions above of the Role and the Person Specification to complete and submit the OU Students Association Application form via email to ousa-jobs@open.ac.uk by closing date 9am, 12 August 2019.

The interviews will take place on Thursday 22 August 2019. The interviews will include a practical exercise and further details of these will be sent to short-listed candidates. Applicants should note this date in their diaries and keep it available, as we will not be able to offer alternative dates.

We will let you know as soon as possible after the closing date if you have been shortlisted for interview. Further details on the selection process will be sent to shortlisted candidates.

PLEASE NOTE: THIS IS AN APPOINTMENT TO THE OU STUDENTS ASSOCIATION AND NOT THE OPEN UNIVERSITY