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>14116</th>
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</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Co-ordinator (Research)</td>
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<tr>
<td>Reports to:</td>
<td>Senior Manager (Research and Scholarship)</td>
</tr>
<tr>
<td>Salary:</td>
<td>£26,495 to £31,604 per annum, according to qualification and experience</td>
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<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>Grade 6</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</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>12 noon, Monday 13 November 2017</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Long version, plus a covering letter (no longer than three sides of A4 paper) outlining the skills and experience you would bring to this role and how you meet the person specification.</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Two</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:FASS-Recruitment@open.ac.uk">FASS-Recruitment@open.ac.uk</a></td>
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</table>
2. Summary of duties

Purpose Statement

The role has the following key elements:

1. To work as Personal Assistant to the Associate Dean (Research, Enterprise and Scholarship).

2. To play a pivotal role supporting the Senior Research Managers with research activity in the Faculty, particularly in relation to research students, visitors and events management.

3. To remain fully informed on policies, procedures and guidelines both within the Faculty and at OU level, acting as gatekeeper where appropriate to ensure compliance. Proactively reading management guidance and attending training to remain upskilled.

4. To work closely with the Senior Manager (Research and Scholarship) on training and development and workload planning of support staff within their team.

Main responsibilities

1. Student Journey - responsible for providing administrative support for the Postgraduate Research Student journey, ensuring processes, procedures and documentation are completed and recorded accurately. Activities include recruitment, probation and progress reports, and change of supervisor/extensions / suspension/viva paperwork. Required to liaise with a number of stakeholders such as the Co-ordinators (Academic Support); Research Degrees Office; students; supervisors; Postgraduate Convenors and acts as gatekeeper to ensure compliance.

2. Monitors and updates Postgraduate Student Database, providing reports and MI as required.

3. Line management – line manages research support staff within their team. Works with Senior Manager (Research and Scholarship) to co-ordinate workloads ensuring the correct priority is given to tasks and flexibly shares resources when required. Ensures there is adequate cover for absences, approves leave requests, conducts annual appraisals, manages staff development and deals with any problems that may arise.

4. Communications and Co-ordination - manages generic mailboxes, ensuring communications are progressed and dealt with in a timely fashion. Responds to queries or forwards to other areas as appropriate. Acts as first port of call for general research enquiries from students and staff, in person or by phone.

5. Supports, on occasion, recruitment activities within the Research Office. Works closely with the Chair and Staffing Team to ensure a smooth process.

6. PA and secretarial support - Personal Assistant to the Associate Dean (Research, Enterprise and Scholarship): monitors and filters calls and email enquiries, prepares general communications, reports and other documents as required. Proactively manages diary, services meetings, arranges travel and maintains filing systems.

7. Together with their team, provides secretarial and administrative support to other senior research-related academic roles, as well as to the Senior Research Managers. Offers support to Faculty-level research groups, preparing papers and attending meetings to take minutes.
8. Budget management – the post holder is responsible for maintaining up-to-date records of expenditure, log future commitments and produce quarterly forecasts for the postgraduate student budgets. Liaises with Co-ordinators (Academic Support) in Schools on budgets for students' RTSG funding.

9. Uses in-house systems such as FRODO, TSE, CLICK travel, OpUs and P-cards, acting as gatekeeper to ensure correct policy implementation. Works closely with Manager (Finance) to resolve any issues.

10. To remain fully informed on policies, procedures and guidelines both within the Faculty and at OU level, acting as gatekeeper where appropriate to ensure compliance. Proactively reading management guidance and attending training to remain upskilled. Proactively works to improve the systems for supporting the activity of the School.

11. Works collaboratively with others in the Deanery team and makes an active contribution to the wider work of the Deanery and Faculty.

12. Member of Faculty and University Groups as appropriate.

13. Provides cover in the other Research Co-ordinator’s absence.

14. Undertakes other such duties within the Faculty as reasonably required.

3. Person specification

**Requirements  (E = Essential/ D = Desirable)**

<table>
<thead>
<tr>
<th>Education, qualifications and training</th>
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<tr>
<td><strong>Essential:</strong></td>
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<tr>
<td><strong>Desirable:</strong></td>
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**Knowledge, work and other relevant experience**

| **Essential:** | • Experience of working in a secretarial and administrative role. |
| | • Experience of organising work in a busy office and dealing with multiple tasks in parallel. |
| | • Experience of planning and organising one’s own work and that of others to meet deadlines. |
| | • Knowledge of research related activities in a Faculty environment. |
| | • Experience of control and monitoring of budgets. |
| | • Experience of organising meetings and writing minutes. |
| | • Experienced user of IT including use of Microsoft applications, particularly Word, Excel and Outlook. |
### Desirable:
- Experience of day-to-day supervision of secretarial and/or clerical staff and of recruiting, appraising, staff development and performance management.
- Experience of providing administrative support directly to students.
- Experience of using University systems, such as FRODO, TSE, Opus etc.

### Personal abilities and qualities

#### Essential:
- Effective communication skills (both written and oral), including the ability to write fluently and persuasively and in a style appropriate to the intended audience.
- Ability to digest complex information and explain it to others.
- Excellent interpersonal skills and the ability to build good relationships and influence others.
- The ability to lead and line manage a small team of G5 support staff.
- Ability to be flexible, proactive and responsive to changing duties, while sometimes under pressure and with challenging deadlines.
- Ability to be an effective member of a team working in collaboration with colleagues, managers, and staff outside the Faculty to ensure service excellence.
- Able to work with accuracy and attention to detail Demonstrable evidence of good practice in relation to equal opportunities and diversity.

#### Desirable:
- A commitment to continuing personal development.

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

n/a

### 5. About the unit/department

**The Faculty of Arts and Social Sciences (FASS)**

The Faculty is the largest and most diverse at The Open University, with some 50,000 students studying our courses with excellent completion rates and consistently outstanding student satisfaction ratings. Noted for the strength of our interdisciplinary approaches, our scholars of international standing teach and research a very wide range of topics and themes in specific subject areas, recognized as world class or internationally excellent in the latest Research Excellence Framework (REF) in 2014, and having a direct and profound influence on our undergraduate and postgraduate teaching.

The Faculty is organised into four Schools:
- School of Psychology
- School of Politics, Philosophy, Economics, Development, Geography
- School of History, Religious Studies, Sociology, Social Policy & Criminology
- School of Art History, Classical Studies, English & Creative Writing, Music
Students are supported by three Student Support Teams. These teams offer specialist study support to students undertaking our qualifications across the University. Members of academic staff, including regional academics, form part of these teams in sustaining and improving student progression and retention.

The Faculty works closely with important organisations and institutions in the UK and other parts of the world in a range of validated partnerships and collaborations. Engaged in world-class, agenda setting research tackling the most difficult challenges facing us in the 21st Century, with work in numerous subject-based and interdisciplinary research groups and projects.

With c.1800 members of staff comprising academics, associate lecturers, support staff and full-time research students working across the locations of the University, combining originality and innovation in research and curriculum, the Faculty of Arts and Social Sciences is a vibrant and exciting place to study and work.

To find out more about the Faculty’s teaching, learning and research, please visit: http://fass.open.ac.uk/

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 Kirsty Ternent, 01908 655 534 or email Kirsty.Ternent@open.ac.uk.

If you have any questions regarding the application process please email FASS-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 noon, Monday 13 November 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications received after the closing date will not be accepted</td>
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Your Application should include

- A completed application Form (long version)
- A covering letter (no longer than three sides of A4 paper) outlining the skills and experience you would bring to this role and how you meet the person specification

Post it to:
The Recruitment Assistant

Department/Unit:  
Faculty of Arts and Social Sciences

Address:
Room 140, Briggs Building  
The Open University  
Walton Hall  
Milton Keynes

Post Code:  
MK7 6AA

Or e-mail your application to:  
FASS-Recruitment@open.ac.uk
8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Miss Kirsty Ternent, Senior Manager (Research &amp; Scholarship), FASS</th>
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</table>
| The other members of the interview panel will be: | Miss Sally O’Brien, Co-ordinator (Research), FASS  
Mrs Darsini Raghavan, PhD Student Support Assistant, STEM |
| The interviews will take place on: | Thursday 7 December 2017 |
| The selection process for this post will include | A pre-interview activity followed by a 45 minute interview |

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.