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

| Vacancy reference   | 15721 (Permanent contract)  
|                     | 15706 (Temporary contract)  
| Job title:          | Venue Management Assistant  
| Reports to:         | Senior Venue Management Assistant  
| Salary:             | £19,730 - £22,017  
| Terms and conditions: | Secretarial and Clerical  
| Grade               | GR4  
| Duration of post:   | Permanent (15721)  
|                     | Temporary cover for secondment until 30th April 2020 (15706)  
| Working hours:      | 37 hours per week  
| Location:           | Academic Services, based in the Cardiff Office  
| Closing date:       | 10th March 2019  
| Type of application form accepted: | Standard application form. Within the application form you must outline how you meet the criteria set in the person specification as the selection panel will consider how well the information you provide demonstrates that you meet the criteria identified in the person specification. CVs will not be accepted on their own without an application form. Please ensure that you provide relevant examples as evidence to support your statements.  
| Number of referees required: | 3  
| Unit recruitment contact: | jana.dobiasova@open.ac.uk  

2. Summary of duties

Purpose Statement
The Venue Management Teams (VMT) role is to source, procure and manage the efficient, timely and cost effective hiring of third-party venues for events across the UK and continental Europe. These include exams, tutorials, day-schools, staff development events and other OU events linked to teaching and learning.

The role holder will undertake duties to include but not to be limited to:

1. Reserve venues to meet business user requirements for a variety of purposes to include tutorials, exams, staff development events, meetings, individual exams.
2. Undertake venue sourcing, contracting and payments including financial administration related to hiring venues.
3. Monitor and respond to enquiries from customers in a professional and courteous manner.
4. Seek resolution to and respond to feedback received on venue provision as appropriate to aid monitoring and improvement of the performance of third party venues.
5. Undertake the collation and distribution of information to venue users.
6. Ensure venues used are meeting specification and legislative requirements and undertake venue audit visits in line with an agreed schedule.
7. Use and update a variety of systems and databases as required to ensure information is available for venue users and other VMT colleagues.
8. Run reports as required form mainframe systems and databases.
9. Ensure documentation is complete, maintained and stored accurately in line with set procedures to ensure data protection laws and retention policies are met.
10. Give suggestions to improve service standards as appropriate and partake in any projects as required.
11. Actively engage in own staff development and training.
12. Contribute to the training and induction of new members of staff.
13. Provide cover for other team members in their absence.
14. Undertake other duties as required in line with the main purpose of the role.

3. Person specification

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<th>Education, qualifications and training</th>
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<tr>
<td><strong>Essential:</strong></td>
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<td><strong>Desirable:</strong></td>
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<tr>
<th>Knowledge, work and other relevant experience</th>
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<tbody>
<tr>
<td><strong>Essential:</strong></td>
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<tr>
<td><strong>Desirable:</strong></td>
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# Personal abilities and qualities

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<th>Essential:</th>
<th>Excellent interpersonal and communication skills, both written and oral.</th>
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<td>Ability to undertake accurate data entry and basic data manipulation.</td>
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<td>Ability to work to deadlines and prioritise tasks and work with detailed procedures.</td>
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<td>A responsible, flexible and reliable approach to work coupled with a motivated and proactive attitude, helping, support and where appropriate guiding colleagues.</td>
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<td>Ability to work in partnership with University wide colleagues in other teams.</td>
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<td>A positive can-do approach to problem solving and customer service able to use initiative and judgement as required.</td>
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### Additional requirements

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<th>Essential:</th>
<th>A sound understanding of and a commitment to equal opportunities and diversity.</th>
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<td>A clear understanding of the legal and cultural status of the Welsh Language in Wales.</td>
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| Desirable: | The ability to communicate through the medium of Welsh, or a willingness to undertake Welsh language tuition. |

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

Willingness to undertake occasional out of hours working and travel to other locations when required, with overtime pay or time off in lieu as appropriate.
5. About the unit/department

THE VENUE MANAGEMENT TEAM (VMT)

The VMT is part of Associate Lecturer (AL) Services sub-unit of Access, Careers and Teaching Support.

The AL Services team is a UK-wide team of staff based at Walton Hall and in the regional and national centres. The team, working in liaison with faculty colleagues in regions and nations, is responsible for the recruitment, appointment and employment of the University’s 6,500 Associate Lecturers teaching students on over 400 modules. The team includes the Venue Management Team, based in Cardiff, who are responsible for sourcing, procuring and managing the hiring of third-party venues for events related to learning and teaching across the UK and continental Europe.

The Open University in Wales office is the base for more than 80 members of staff working for The Open University in different functions, including:

- The Director for Wales and deputies with overall responsibility for the leadership and oversight of the work of the Open University in Wales, including that delivered by faculty staff based in Wales;
- Academic staff, managers and coordinators from our Faculties and Schools, developing curriculum, supporting and co-ordinating teaching and ensuring that there is a Welsh perspective in the academic developments of the University;
- Our Student Recruitment and Support (Wales) team working to ensure the successful delivery of services and support to students across all activities;
- Staff engaged in external affairs, marketing, widening access and employer engagement, seeking to grow our collaboration agenda in Wales and tell our story to a wider public;
- The UK-wide Venue Management Team, which is responsible for venue procurement and management activities for all OU tutorials, examinations and ad hoc meetings in the UK and Continental Europe;
- Our team of Operations and Support staff, who make sure we run smoothly and effectively on a day-to-day basis.

The Open University in Wales is located at 18 Custom House Street, Cardiff. This is a five-minute walk from Cardiff Central train and bus stations. Given its city centre location there is no parking available but there are numerous car parks nearby. For further information on The Open University in Wales, and on the University, please see The Open University in Wales’ website at [www.open.ac.uk/wales](http://www.open.ac.uk/wales).

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 Neil Shearer, Senior Manager, Venue Management Team ([neil.shearer@open.ac.uk](mailto:neil.shearer@open.ac.uk)) at the OU in Wales.

If you have any questions regarding the application process please contact jana.dobiasova@openac.uk.

7. The application process and where to send completed applications

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<th>Please ensure that your application reaches the University by:</th>
<th>10th March 2019</th>
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8. Selection process and date of interview

The interview panel will be chaired by: Neil Shearer (Senior Manager)

The other members of the interview panel will be: Hannah Thomas (Manager)
                                        Hannah Dalton (Senior Venue Management Assistant)

The interviews will take place on: 19th March 2019

The selection process for this post will include Desk based work related exercises undertaken on a PC (30 minutes).

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/time will not be accepted.

If you do not hear from us by 13th March 2019 you should assume that you have not been shortlisted for interview but we do thank you for your interest.