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>15192</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Support Services Assistant</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Support Services Assistant</td>
</tr>
<tr>
<td>Salary:</td>
<td>£19,730-£22,017</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Support Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>4</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours (full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>The Open University in Scotland (based in Edinburgh)</td>
</tr>
<tr>
<td>Closing date:</td>
<td>5.00 pm 8th February 2019</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Full version only</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:Scotland-Staffing-Coordinator@open.ac.uk">Scotland-Staffing-Coordinator@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

To work as part of the Support Services team providing day to day services and support to a range of staff within the office, the University, external customers, students and Associate Lecturers.

The role holder is responsible for:

a) Providing administrative support for specific activities within the overall work of the Support Services team.

b) Sharing responsibility in relation to one or several specialised/functional areas within the team.

The post forms part of the Support Services team and will report directly to the Grade 5 Senior Support Services Assistant. The post shares responsibility, with 3 other Grade 4 staff, for the day-to-day operation of the Support Services area as detailed below.

General:

1. To provide Support Services help and guidance to colleagues within the office and deliver operational activities to service standards.
2. To handle and respond to a wide range of enquiries from colleagues and enquirers using initiative and discretion.
3. Contribute to the continual review of efficiency and effectiveness of operational activities to improve customer service and ensure appropriateness and quality of service.
4. Handle confidential data/information appropriately and ensure compliance with records management policy.
5. To carry out general duties as required and to deliver quality services to internal and external customers.

Specialist:

The current specialisms for this post falls within the following categories:

- Facilities and Estates
  1. Provide front office service e.g. receive visitors, answer queries face to face, via telephone/switchboard and e-mail, maintain accurate records and assist with the evacuation of staff and visitors in an emergency.
  2. Assist in the day to day running of estates and facilities e.g. liaising with security and contract cleaning services, accepting deliveries (which may involve some light-moderate lifting), stationery, Health & Safety, liaison with our Estates help desk, meeting contractors and suppliers, support occasional staff room moves, which requires light to moderate lifting, ensuring the office space (indoors and outdoors) is kept free from debris or trip hazards etc.
  3. To help maintain the infrastructure of Drumsheugh Gardens e.g. be aware of fabrication wear and tear etc.

- Venue & Event Management
  1. Responsible for booking meetings rooms and equipment for visiting staff from other regional and national offices, and departments based in Milton Keynes. Be the point of contact for meeting and greeting the meeting host on arrival, directing to the meeting room, pointing out amenities, plus emergency evacuation information.
  2. Assisting with staff development events: booking parking and room(s); dealing with IT requests; work with Facilitator on day of event (i.e. provide attendance list, show facilities, ensure room set up correctly).
  3. Assist with interview desk exercises.
  4. Ensure meeting rooms are stocked with relevant materials, are clean, tidy and remain in the original layout/style (before and after meetings).
  5. Book catering for internal and external meetings, including catering assistance when necessary.
  6. Responsible for reconciling bookings with related invoices.
**HR Support**

1. Input application forms on to the University’s Personnel Information Management System (PIMS) and collate recruitment packs for Selection Panels.
2. Acknowledge and respond to general potential applicants queries and refer on to Senior Support Services Assistant for more specific queries.
3. Provide HR support for staff travel and hotel bookings, the issuing of Day Lecturer contracts and the processing of expense claims.
4. Update and collate induction packs for new members of staff.
5. Recording of staff study leave requests and general enquiries.

**Graduation Ceremonies**

1. Provide support to the Ceremonies Organiser with graduation ceremony presentation arrangements for students, including determining special requirements and plans, clarifying pronunciations, monitoring numbers, allocating seats and tickets and producing presentation lists.
2. Liaise with Ceremonies team based at Milton Keynes.
3. To assist the team on the day of the Graduation Ceremonies.

**Health and Safety**

1. Assist members of the Support Services team with all practical matters relating to health, safety and security within (and around) the premises e.g. inspect all work areas (weekly and monthly) and ensure they are safe, well maintained and equipped.
2. Assist members of the Support Services team with day-to-day activities relating to Incident Response Planning.

**Mailroom/Stationery**

1. Provide mailroom support to staff e.g. distribute morning mail into pigeonholes, ensuring franking machine is always in credit, frank afternoon mail, ensure mailroom is safe, well maintained and fully stocked with supplies for staff use.
2. Give staff advice on postal and courier questions.
3. Keeping stationery supplies fully stocked and actioning requests from staff as and when required.

**Green Policies/Group**

1. To help implement the University’s environment, heating and energy policies e.g. sourcing new ways in reducing energy consumption within The OU in Scotland, continue with The OU in Scotland’s recycling initiative and support The OU in Scotland’s Green Group.

**IT Support**

1. To provide general IT support for office, as directed by the Support Services Manager e.g. troubleshooting basic hardware queries such as faulty cables.
2. DSE Assessor – to provide relevant DSE advice and guidance to new and continuing staff, including staff issues/problems are being dealt or referred on in a timely manner.

In support of management

Provide support to Support Services team planning and regular review, monitoring, reconciling and reporting on specialist areas in a timely manner.

**Other**

1. Contribute to induction and training of others, both within the team and from other sections.
2. Maintain up to date knowledge of Open University procedures and other sources of information relevant to the work in the Support Services Team and share knowledge with colleagues e.g. using University intranet sites, attendance at briefings/training events and through written updates.
3. Maintain records, reports, spreadsheets, procedures/operating manuals etc. in relation to the work area e.g. staff whereabouts and car parking spreadsheets.
4. To provide cover for the other team members’ in their absence e.g. ensuring tasks are not left unfinished or are followed up in relation the relevant work area.
5. Undertake other duties as required to help the Support Services area.
6. The post-holder may also be required to undertake any other duties which reasonably fit within the range of duties and responsibilities of the post but that are currently out with the Support Services remit. Any permanent changes will usually be made specific and included in the job description.
All staff are expected to:

1. Comply with the University’s Health and Safety and Equal Opportunities policies in the performance of their duties.
2. Take responsible care of the health and safety of themselves and that of any other person who may be affected by their acts or omissions at work.
3. Co-operate with The Open University in ensuring as far as in necessary that Statutory Requirements, Codes of Practices, University Policies and Departmental Health and Safety arrangements are complied with.
4. Have a strong commitment to the principles and practice of quality and diversity.

3. Person specification

Requirements  (E = Essential/ D = Desirable)

Education, qualifications and training

Essential
- A good general level of education in Maths and English to Standard Grade C level or above.

Knowledge, work and other relevant experience

Essential:
- Experience of working in a customer service environment and a commitment to excellent customer services.
- Relevant experience in an office or similar environment, including dealing with the public by telephone.
- Good working knowledge of Microsoft Office, particularly Word, Excel and Outlook.
- Experience of standard office procedures. Experience of working effectively either alone or in a team, and comfortable with working under pressure and switching between tasks, often at short notice.

Desirable:
- Commitment to the values of The Open University, including respect for individuals from diverse backgrounds.
- Some basic knowledge of computer hardware set-up

Personal abilities and qualities

Essential:
- Can-do approach to problem solving using initiative and judgment.
- Excellent interpersonal and communication skills, both oral and written.
- Commitment to delivering excellent customer service (face to face, on-line and on the telephone).
- Ability to work to deadlines and prioritise tasks and work with detailed procedures.
- A responsible, flexible and reliable approach to work coupled with a motivated and proactive attitude, helping, support and where appropriate guiding colleagues.
Desirable:

- A willingness and desire to develop existing skills, as well as to learn new ones.
- Experience of collating and presenting data.

4. Role specific requirements e.g. Shift working

N/A

5. About the unit/department

The Open University in Scotland is an integral part of the Scottish higher education community and actively involved in the development of HE policy alongside the other 18 higher education institutions in Scotland. Since 1 April 2000, the teaching of OU students resident in Scotland has been funded by the Scottish Funding Council.

With approximately 16,000 students, Open University students can be found in virtually every postcode district and community in Scotland. Social justice and equality of opportunity are at the heart of everything the OU does and widening access to higher education is the ambition on which it was founded. The Open University is committed to extending opportunities for educational success to all who wish to realise their ambitions and fulfil their potential. The OU’s open access policy, flexible part-time delivery, its bridging programme with schools, college articulation agreements and geographical reach position us well as Scotland’s national widening access university. More than one third of our undergraduate students have qualifications below standard university entrance level when they joined the OU, over 18% have a declared disability and 17% are resident in the most deprived areas of Scotland (based on the Scottish Index of Multiple Deprivation).

With over 70% of our students in work while they study with us, The Open University in Scotland occupies a unique place in terms of developing the Scottish workforce. We work closely with employers, trades unions, public sector bodies, institutes, private, third sector and community organisations, universities, colleges and schools across the whole of Scotland.

130 academic, administrative and secretarial and clerical staff work from the OU’s office in Edinburgh managing the University’s business in Scotland. The OU in Scotland works in collaboration with colleagues across England, Wales and Northern Ireland and in particular with the Academic Services Unit in providing support to our students.

More information can be obtained from The OU in Scotland website at www.open.ac.uk/scotland

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 Christine Allison on 0131 549 7132 or email: Christine.Allison@open.ac.uk.

If you have any questions regarding the application process please contact the Staffing Co-ordinator on 0131 549 7142 or email: Scotland-Staffing-Coordinator@open.ac.uk.
### 7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>How to apply:</th>
<th>As well as a completed application form, you must provide a supporting statement/covering letter, <strong>which clearly identifies how you meet the criteria in the person specification.</strong> Please ensure that you provide relevant examples as evidence to support your statements. The selection panel will consider how well the information you provide demonstrates that you meet the criteria identified in the person specification.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please ensure your application reaches the University by:</td>
<td>5pm on Friday 8(^{th}) February 2019</td>
</tr>
<tr>
<td>E-mail your application to:</td>
<td><a href="mailto:Scotland-Recruitment@open.ac.uk">Scotland-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>

### 8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Christine Allison, Support Services Co-ordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other member of the interview panel will be:</td>
<td>Karen Smith, Senior Support Services Assistant</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>26 February 2019</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>Desk exercise followed by a formal interview.</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.
- Applications received after the closing date will not be accepted.
- Expenses incurred for travelling to the interview will not normally be reimbursed by the University.