# 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>13581</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job title:</strong></td>
<td>Administration Assistant</td>
</tr>
<tr>
<td><strong>Reports to:</strong></td>
<td>Administration and Triage Manager</td>
</tr>
<tr>
<td><strong>Salary:</strong></td>
<td>£18,940 to £21,220 pro-rata</td>
</tr>
<tr>
<td><strong>Terms and conditions:</strong></td>
<td>Support Staff</td>
</tr>
<tr>
<td><strong>Grade</strong></td>
<td>GR4</td>
</tr>
<tr>
<td><strong>Duration of post:</strong></td>
<td>Permanent</td>
</tr>
<tr>
<td><strong>Working hours:</strong></td>
<td>22 hours per week</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>Milton Keynes</td>
</tr>
<tr>
<td><strong>Closing date:</strong></td>
<td>Midday on Monday, 7 August 2017</td>
</tr>
<tr>
<td><strong>Type of application form accepted:</strong></td>
<td>Long application form.</td>
</tr>
<tr>
<td></td>
<td>In addition to a completed application form you must provide a covering letter outlining how you meet the criteria in the person specification. This is an important element of the application process. Please ensure that you provide relevant examples as evidence to support your statements.</td>
</tr>
<tr>
<td></td>
<td><strong>CVs will not be accepted without an application form and covering letter.</strong></td>
</tr>
<tr>
<td><strong>Number of referees required:</strong></td>
<td>2</td>
</tr>
<tr>
<td><strong>Unit recruitment contact:</strong></td>
<td><a href="mailto:SS-STS-Recruitment@open.ac.uk">SS-STS-Recruitment@open.ac.uk</a>.</td>
</tr>
</tbody>
</table>
2. Summary of duties

Main Purpose of the Post:

This post is to provide administrative support, across a range of tasks, to the Careers and Employability Services team.

This post will be one of a pair of experienced administrative assistants working across two locations, one based in Milton Keynes and one based in Nottingham.

Main Responsibilities

- Providing administrative and clerical support to the Careers and Employability Services team. This will involve significant liaison by phone and conference call with named contacts across a number of locations, at the OU headquarters in Milton Keynes and with external agencies by e-mail, mail and telephone.
- Arranging meetings through Outlook, booking rooms, facilities and catering for meetings, preparing relevant documentation and arranging travel and accommodation as required; communicating with external visitors to provide essential information such as travel directions and liaising with location Support Services staff regarding visitors to the office.
- Responsibility for mail in and out of the Careers and Employability Services offices.
- Taking and passing on messages and using own initiative to deal with routine matters and enquiries, redirecting them as appropriate.
- Production of minutes, agendas and correspondence for the Careers and Employability Services team.
- Ordering and annual distribution of publications to all careers staff and the Library, responsibility for maintaining stocks and monitoring usage and arranging publications for specific events.
- Assisting with updating of The Open University Careers website by checking links and posting news items, and other Careers-related resources to ensure content is up-to-date.
- Monitoring shared mailboxes and forwarding queries to colleagues as appropriate.
- Supporting arrangements for internal events, including setting up of stalls and arranging for publicity materials to be produced.
- Supporting staff induction arrangements, following a template to establish what meetings are required.
- Assisting with the inputting of vacancies onto our online vacancy service for students.
- Taking responsibility for own personal development and having and applying a detailed knowledge of relevant OU processes, policies and regulations. Also to contribute to the training and induction of new staff.
- Contributing proactively to the development and smooth operation of CES, working with and supporting other teams as required. Actively engaging in the identification of opportunities for continuous improvement, making recommendations to Managers as appropriate. Having a flexible approach to daily demands and adapting to work priorities as necessary, including providing cover for other staff within location and across a networked service, and undertaking any other appropriate work requested by the Administration and Triage Manager.
3. Person specification

### Education, qualifications and training

- A good standard of education, including at least GCSE Grade C / equivalent in Maths and English. (Essential)

### Knowledge, work and other relevant experience

**Essential:**
- Experience of successfully working in an office environment, both as part of a team and independently.
- Experience of dealing with a wide range of people at all levels.

### Personal abilities and qualities

**Essential:**
- Good IT skills including experience of using Microsoft Office, e.g. Word, Excel, Outlook and PowerPoint.
- Effective written and oral communication skills, especially on the telephone.
- Ability to use initiative and work flexibly, whilst recognising boundaries.
- Ability to approach tasks in an organised and systematic way, and maintain attention to detail and accuracy.
- Ability to prioritise workload and react quickly whilst also working to deadlines.
- The ability to work as part of a team and to collaborate effectively with colleagues.

4. Role specific requirements e.g. Shift working

Role holder will occasionally be required to attend meetings/events at locations other than their usual place of work.

This role is one of a team of two based on separate sites who will work together to cover the needs of the Careers and Employability Services team. Full coverage across the week between the two part-time post holders is required.

**Suggested working hours (open to discussion):**

1 assistant works mornings: 3 days of 8:30-12:30, 2 days of 8:30-13:30 (22 hours).

1 assistant works afternoons: 3 days of 13:00-17:00, 2 days of 12:00-17:00 (22 hours).

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. More than 900 staff are employed by the unit at or through:

- Four central sub-units based at Walton Hall, Milton Keynes
- Three National Centres based in Scotland, Wales, Ireland
- Nine English locations (currently transitioning to three sites in Milton Keynes, Nottingham and Manchester)

Academic Services is led by the Director of Academic Services who reports to the University Secretary. The Academic Services unit is divided into four functional areas as follows:

- Access, Careers and Teaching Support
- Assessment, Credit and Qualifications
- Student Support
- Office of the Director, Academic Services

ACCESS, CAREERS AND TEACHING SUPPORT (ACTS)

Access, Careers and Teaching Support sub-unit is led by David Knight, Director and comprises the following teams:

- AL Services
- AL Support and Professional Development
- Careers and Employability Services
- Widening Access and Success Services

CAREERS AND EMPLOYABILITY SERVICES

Enhanced Employability and Career Progression is one of the Strategic objectives of The Open University. Therefore, there will be increased investment in and development of Careers and Employability Services during the coming year, and the team is expected to expand.

This role is being introduced as part of that expansion as the number of Careers and Employability Services staff directly supporting students and faculties is growing, and will work as part of the team managing those staff. Applicants should be aware that the role may evolve further as the expansion progresses.

OU Careers and Employability Services are moving to a structure which consists of:

- Four teams, each led by a Senior Careers and Employability Consultant and incorporating:
  - Careers and Employability Consultants (Learning and Teaching) based at Milton Keynes, working with faculties and other departments to embed the development of employability and personal development planning skills within the curriculum and delivering subject specific careers information, advice and guidance to students via online media including forums and webinars.
  - Careers and Employability Consultants in each OU centre who provide a networked and distributed service across locations and also work with the Student Support Teams.
  - Employability Advisers based in Milton Keynes and Nottingham providing careers information and advice to students and assisting the above staff.

- A Quality and Development team based in Milton Keynes and Nottingham, leading the implementation of quality standards and procedures, planning the overall development and marketing of Careers and Employability Services, developing web and other online resources to support Careers and Employability Services, and providing research and MI support.

- An Employer Engagement team based in Nottingham, involved in working with Employers to identify and provide opportunities for OU students, and to promote the particular skills that OU students bring to employers.

- The Careers and Employability Services Management Team based in Nottingham and Milton Keynes
The Open University,
July 2017

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which leads the strategic development of the service in the OU, establishes and monitors standards for the delivery of CEIAG, ensures the service is promoted appropriately and works in partnership with others in the University to further develop the service.

Careers services are delivered by telephone, email, Skype, and via web resources. The careers website is at [www.open.ac.uk/careers](http://www.open.ac.uk/careers).

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 Lucy Metcalfe on +44 (0)115 9715519 or email: lucy.metcalfe@open.ac.uk.

If you have any questions regarding the application process please contact:

SS-STS-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><strong>Midday on Monday, 7 August 2017</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:SS-STS-Recruitment@open.ac.uk">SS-STS-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>Lucy Metcalfe, Administration and Triage Manager, Careers and Employability Services.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>Gemma Goadby, Senior Support Coordinator, Careers and Employability Services.</td>
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<tr>
<td></td>
<td>Nicola Dowse, HR Business Partner.</td>
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<tr>
<td>The interviews will take place on:</td>
<td>Wednesday, 23 August 2017</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>An activity either before or during a panel interview. Details will be provided in the letter inviting shortlisted candidates to 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.

If you do not hear from us by **14 August 2017** you should assume that you have not been shortlisted for interview but we do thank you for your interest.

Applications received after the closing date will not be accepted.