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>13688</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Research Admin Assistant</td>
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<tr>
<td>Reports to:</td>
<td>Research Manager</td>
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<tr>
<td>Salary:</td>
<td>£21,843 to £24,565</td>
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<tr>
<td>Terms and conditions:</td>
<td>Secretarial &amp; Clerical</td>
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<tr>
<td>Grade</td>
<td>5</td>
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<tr>
<td>Duration of post:</td>
<td>Fixed Term Contract until 16 April 2019</td>
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<tr>
<td>Working hours:</td>
<td>Full-time (37 hours)</td>
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<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
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<tr>
<td>Closing date:</td>
<td>5.00pm on 3 August 2017</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Covering Letter &amp; Application Form</td>
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<tr>
<td>Number of referees required:</td>
<td>Two</td>
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<tr>
<td>Unit recruitment contact:</td>
<td>Helen Jackman</td>
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2. Summary of duties

Overview
This role provides administrative support to the Research Support Team in the Faculty of Wellbeing, Education and Language Studies (WELS).

The post-holder will work alongside a team of Research Admin Assistants and will provide admin support to the Senior Manager, and the Associate Head of School, Research & Scholarship, in relation to internally-funded research development activities. This role holder will also work very closely with the Director of Postgraduate Studies and postgraduate students in the School and Health, Wellbeing and Social Care.

Duties

Duties are varied and may include the following at different times, according to demand:

- **Management of postgraduate student matters**
  - Providing first point of contact for requests and queries from PhD Students and prospective students, either in person or by phone, letter or email
  - Providing full support during recruitment rounds – including assistance with adverts and producing further particulars, arranging interview panels, notifying candidates, taking up references, processing recommendations for acceptance, coordinating accommodation with the Staffing team (including any special requirements) and meeting PGRS on their first day
  - Approving PGRS T&S claim and monitoring budgets – including the Research Training Support Grants (RTSGs), fee waivers and stipends – and providing forecasting information
  - Coordinating the faculty/school PGR events
  - Maintaining a hardcopy file for each student, including material of a highly confidential nature
  - Providing support around annual probation, progress reports and vivas – ensuring procedures and deadline are adhered to
  - Coordinating the third party monitoring
  - Admin support for the Director of Postgraduate Studies

- **Organising & servicing meetings** – including making room bookings (internal & external) & booking hospitality, preparing meeting papers in an acceptable format and taking notes

- **Travel & accommodation** – including booking travel and hotels (including international bookings) using Click Travel and processing TSE claims

- **Consultancies** – requesting consultancies, in liaison with faculty academics – may include doing right to work checks in exceptional circumstances, arranging payments

- **Budgets** – setting up a spreadsheet for a new project, recording expenditure, budget monitoring (including reconciliation with FRODO, where required), provision of budget information to budget holders

- **Managing shared email mailboxes** – proactively answering queries and coordinating responses as needed

- **Coordinating and supporting events** – including liaising with the academics running the events, updating event web pages, preparing packs, liaising with Estates and AV to book rooms, catering, equipment, taking bookings, arranging hotel accommodation, monitoring online payments, registering delegates on the day, etc.

- **Supporting internally funded research activity**, including processing applications for internal funding, making travel bookings, setting up meetings, recording and monitoring expenditure on associated budgets
• Formatting reports or presentations, as required
• **Web support:** uploading and maintaining pages on the Faculty's intranet and externally-facing website using the relevant content management system
• **Providing back-up across the full range of support,** as required; for example, when other members of the team are absent or overloaded – this may include supporting the Research Managers with externally funded research activity
• Ad hoc support, as required

3. **Person specification**

**Requirements  (Essential and Desirable)**

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<th><strong>Education, qualifications and training</strong></th>
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| **Essential:** | • Good level of general education  
• GCSE ‘O’ level or equivalent in English and Maths |
| **Desirable:** | • NVQ Level 2 Administration or equivalent  
• Advanced Excel training  
• Budget management training |

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<th><strong>Knowledge, work and other relevant experience</strong></th>
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| **Essential:** | • Excellent organisational skills, with experience of secretarial or admin support including complex diary management  
• Excellent IT skills to include a high level of competency in word-processing, Excel, PowerPoint, electronic diaries, spreadsheets, databases, using the internet and Outlook  
• Experience of taking notes and action points  
• Experience of providing service to internal and external customers  
• Understanding of budget management  
• Understanding of project management |
| **Desirable:** | • Experience of organising more complex events  
• Experience of managing complex budgets  
• Experience of working within a team |

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<th><strong>Personal abilities and qualities</strong></th>
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| **Essential:** | • Ability to work well within a team  
• Ability to use initiative  
• Systematic approach to problem solving  
• Ability to work independently and prioritise own work  
• Methodical approach, with a high level of accuracy and attention to detail |
• Ability to work proactively
• Ability to communicate well with people at all levels
• Ability to work calmly under pressure
• Ability to prioritise workload and deliver to delivery standards within agreed timescales
• Commitment to principles of improving diversity and equal opportunities within the work environment

Desirable:
• Creative approach to problem solving
• Proactive approach to improving practices

4. Role specific requirements e.g. Shift working

5. About the unit/department

Faculty of Wellbeing, Education and Language Studies (WELS)
The Open University has embarked on a period of transformational change. A new Strategic Plan will further strengthen our offerings for students, providing an outstanding and professionally-focused learning experience. In August 2016, the University restructured into four new Faculties, each comprising of a number of Schools. The new WELS Faculty is based in Milton Keynes and in regional and national offices with our Student Support Team will be located in Nottingham. The majority of our 35,500 students are in the UK, but the Faculty also has students in the Republic of Ireland, Continental Western Europe and elsewhere in the world. The Faculty’s curriculum comprises programmes at undergraduate, Masters and doctoral levels.

Research Support Team
The WELS Research Support Team provides support across for all the faculty’s research and scholarship activity. The admin assistants are required to be able to work across any area of support:

• Externally-funded research projects – this activity is supported by a research manager and admin assistant, for each of the three schools: Education, Childhood, Youth & Sport (ECYS), Languages and Applied Linguistics (LAL) and Health, Wellbeing & Social Care (HWSC)

• Internally-funded research activity – this is supported by a team of 2.5 admin assistants

• Post-graduate activity – this is supported by a team of 2.5 people – 1.5 admin assistant (supporting the 2 Directors of Post-Graduate Studies) and 1 programme administrator (supporting the EdD programme)

• Scholarship activity – this is supported by our research co-ordinator, with assistance from the PA to the Associate Dean, Research Excellence

This position is the admin assistant for PhD (bullet three above), working closely with and reporting to the Research Manager with responsibility for Staffing.
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 Teresa Davidson on 01908 655640 or email: teresa.davidson@open.ac.uk.

If you have any questions regarding the application process please contact Helen Jackman on 01908 332247 or email: wels-recruitment@open.ac.uk. For details how to apply please see: http://www.open.ac.uk/about/employment/how-apply-general-vacancies

7. The application process and where to send completed applications

| Please ensure that your application reaches the University by: | 5.00pm on 3 August 2017 |
| Post it to: | |
| Name/Job title: | Helen Jackman, Staffing Assistant |
| Department/Unit: | WELS Staffing Team |
| Address: | Room 116 -118 Horlock Building Walton Hall Milton Keynes |
| Post Code: | MK7 6AA |
| Or e-mail your application to: | Wels-recruitment@open.ac.uk |

8. Selection process and date of interview

| The interview panel will be chaired by: | To be advised |
| The other members of the interview panel will be: | To be advised |
| The interviews will take place on: | To be advised |
| The selection process for this post will include | To be advised |

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.