# 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>14158</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Assistant, Assessment Processing</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Co-ordinator, Assessment Processing</td>
</tr>
<tr>
<td>Salary:</td>
<td>£19,305 to £21,585</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Support Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>G4</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>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12 noon on 1 February 2018</td>
</tr>
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</table>

**Type of application form accepted:**
- Open University Full Application Form where you should detail how your skills and experience meet the criteria listed in the person specification.
- A covering letter of around 1000 words setting out why you are interested in this vacancy and how your skills make you a suitable candidate. **Applications received without a covering letter will not be considered.**

<table>
<thead>
<tr>
<th>Number of referees required:</th>
<th>Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit recruitment contact:</td>
<td>Julie Cheah</td>
</tr>
</tbody>
</table>
2. Summary of duties

Purpose Statement:
To provide support in the delivery of a wide range of administrative activities associated with the delivery of assessment activities that ensure Tutor Marked Assignment (TMA), Computer Marked Assignment (CMA), Computer Marked Examination (CME), End of Module Assessment (EMA) and associated assessment activities are processed to agreed schedules and service levels. The Handling Assistant acts as the first point of contact for students and OU colleagues, providing information, advice and guidance on assessment processing activities as appropriate.

The Assessment Handling Assistant works flexibly across Assessment Processing and contributes to continuous improvement in efficient service provision to internal and external customers

Main responsibilities:
• Delivery of processes and operations that support assessment processing activities for TMA, CMA, CME, EMAs and examinations.
• Delivery of processes and operations that support assessment processing activities for maintaining assessment records, document management and a quality service to customers.
• Support the production, review and update of procedures and related documents for assessment processing activities.
• Respond to telephone and email queries from staff and students on a range of assessment processing matters, including responding to module result enquiries or checks.
• Act as deputy to the Co-ordinator as required to support peak processing activities
• Contribute to identifying and implementing continuous improvement in service delivery to internal and external customers and maintaining agreed service standards.
• Use systems and processes effectively to support delivery of services to internal and external customers.
• Contribute to building a flexible culture within the sub-unit.
• Be aware of Key Performance Indicators and quality standards, and work in a way that supports them.
• Develop and maintain effective relationships with colleagues across the University, passing on information promptly to ensure co-ordination of effort.
• Maintain a good knowledge of relevant OU policy and procedures.
• Undertake such duties as required by ACQ senior management.

3. Person specification

Requirements

<table>
<thead>
<tr>
<th>Education, qualifications and training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essential: Good general education including a high standard of written and spoken English. English and Mathematics to O level/GCSE grade ‘C’ standard (or equivalent)</td>
</tr>
</tbody>
</table>
### Knowledge, work and other relevant experience

**Desirable:**
- NVQ level 3 in Business Administration or Customer Service (or equivalent).
- European Computer Driving Licence.

**Essential:**
- Experience of working in a customer focused environment.
- Previous clerical and IT experience including using Outlook, Word, Excel
- Experience of providing information, advice and guidance.
- Experience of working as part of a team.

**Desirable:**
- Experience of high volume processing work within a busy operations environment.
- Experience of using OU IT systems including CIRCE and VOICE.
- Experience of actively seeking opportunities and take personal responsibility for continuous improvement.
- Experience of working independently.
- Experience of working in an environment of change.
- Familiarity with the Data Protection Act and the Freedom of Information Act.

### Skills, Capabilities and Qualities

**Essential:**
- Good keyboard skills
- Good level of numeracy
- Confidence and competence in using a variety of computer systems and software.
- A positive attitude and approach.
- Ability to learn a variety of IT packages.
- An appreciation of the need for strict confidentiality, and to maintain high standards of security.
- Willingness and ability to respond flexibly to meet the needs of the customer and operation.
- Excellent interpersonal skills including an ability to communicate to a good standard orally and in writing.
- Experience of working as part of a team towards a common goal.
- Willing to take personal responsibility for getting things done.
- Good organisational and prioritisation skills.
- Ability to pay attention to detail and to maintain accurate records.
- Ability to undertake high volumes of routine tasks.
- Willing to take direction.
- Willingness and ability to build positive working relationships and actively share knowledge and best practice.

**Desirable:**
- Ability to work under pressure and to deadlines.
- Experience of answering complex or difficult queries both written and using telephone.
- Aptitude for problem solving.
4. Role specific requirements e.g. Shift working

Ability and willingness to work some weekends, early mornings and late evenings.
Willingness to adhere to leave restrictions during peak periods.

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.

Academic Services employs approximately 900 staff and is led by the Director of Academic Services who reports to the University Secretary and is organised as follows:

Five units based at Walton Hall, Milton Keynes, Manchester and Nottingham

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

Along with three National Centres based in Scotland, Wales, Ireland.

**ASSESSMENT, CREDIT AND QUALIFICATIONS (ACQ) – WITHIN ACADEMIC SERVICES**

Assessment, Credit & Qualifications (ACQ) is one of the four functional central units in Academic Services, it is based at the Centre (Walton Hall campus in Milton Keynes) and consists of around 125 staff and operates on an annual budget of around £10.7 million. The Director of ACQ is responsible to the Director of Academic Services for the leadership and management of all activity associated with assessment, credit and qualifications, which currently operates across 5 locations.

**Policy**

Led by the Assistant Director, Policy, this section is responsible for the effective fulfilment of assessment and qualification related policies, procedures and design, taking account of Governance approval and Quality Assurance requirements. The Policy section comprises of four centres:

- Data, Systems and Vocational Qualifications
- Policy Exceptions and Academic Conduct
- Policy Advice and Committee Support
- Communications and Planning.

**Operations**

Led by the Assistant Director, Operations, this section fulfils responsibilities related to assessment and qualifications, incorporating operational planning, assessment and results processing, verification and conferment of qualifications, ceremonies organisation and services that support the provision of advice on qualification progression. The Operations section comprises of four centres:
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 Karen Kilsby on 01908 653018 or email: mailto:karen.kilsby@open.ac.uk?subject=G4 Handling Assistant Assessment Processing Vacancy

If you have any questions regarding the application process please email: SS-ACQ-Recruit-UAP@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 on 1 February 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>Julie Cheah</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>ACQ Recruitment Coordinator</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Assessment, Credit and Qualifications</td>
</tr>
<tr>
<td>Address:</td>
<td>The Open University Joe Clinch Building Hammerwood Gate Kents Hill Milton Keynes</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6BY</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:SS-ACQ-Recruit-UAP@open.ac.uk">SS-ACQ-Recruit-UAP@open.ac.uk</a></td>
</tr>
</tbody>
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8. **Selection process and date of interview**

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Karen Kilsby, Manager, Assessment Processing</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>Jude Sheridan, Manager, Assessment Processing Ana Chaplin, Co-ordinator, Assessment Processing</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>Interviews will take place during week commencing 12 February 2018</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>Interview and assessment.</td>
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<td>------------------------------------------------</td>
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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.