# 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>14366</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Manager, Assessment Strategy and External Examiner Reports</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Manager, Communications and Planning</td>
</tr>
<tr>
<td>Salary:</td>
<td>£32,548 to £38,833</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic Related Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>G7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Temporary contract for 24 months</td>
</tr>
<tr>
<td>Working hours:</td>
<td>20 hours per week</td>
</tr>
<tr>
<td>Location:</td>
<td>East Campus, Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12 noon on 23 February 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Open University Full Application Form. Please submit a covering letter of around 1000 words. The letter should set out why you are interested in this vacancy, and how your skills and experience meet the criteria listed in the person specification. <strong>Applications received without a covering letter will not be considered.</strong></td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Three</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Julie Cheah</td>
</tr>
</tbody>
</table>
2. Summary of duties

To liaise closely with academic units to gather tuition and assessment information for progression through the University approval process prior to dissemination within Academic Services in order to support operational implementation. To assist the Senior Manager, Communications and Planning in facilitating the operational implementation of assessment policy and provide advice and assistance in the development of University systems to support provision of tuition and assessment information. To respond to External Examiner reports and provide assistance to the Policy Exceptions and Academic Conduct Centre when required.

Main Responsibilities

To operate the teaching and assessment strategy approval process, identifying modules requiring approval, coordinating consideration by relevant committees and disseminating approved information within Academic Services and other areas of the University.

To assist the Senior Manager, Communications and Planning in liaising with and advising academic units about existing assessment policy in relation to the implementation of planned assessment strategies and coordinating the Academic Services response.

To coordinate the maintenance of presentation specific tuition and assessment information on University systems in liaison with Module Teams and providing support and advice where necessary.

To assist the Policy Exceptions and Academic Conduct Centre when required: to analyse and respond to administrative issues raised by External Examiners on behalf of the University and to make decisions relating to requests for exceptions submitted by students to the Assessment Exceptions Group.

As a member of the ACQ management team, contribute to building a flexible culture within the sub-unit and continuous improvement in service provision to internal and external customers.

To lead, develop and manage staff including recruitment, appraisal and performance management as required.

To provide and analyse management information as appropriate, to support the services of the sub-unit, unit and University.

To develop and maintain effective relationships with colleagues across the University.

To monitor performance standards and KPIs in line with University quality assurance standards.

To advise the ACQ senior management on the implications of proposed developments.

To form part of the leadership team, identifying data and documentation for analysis as required.

To contribute to forecasting and managing budgets as required.

To have a good knowledge of relevant OU policy and procedures.

To manage and deliver business processes and plan resources to meet business demands.

To undertake such duties as agreed with ACQ senior management.
### 3. Person specification

#### Education, qualifications and training

| Essential:                          | A higher education degree or equivalent i.e. demonstrated skills in communication, analysis, interpretation, argument, synthesis and ability to learn on the job.  
|                                    | A high standard of written and spoken English. |
| Desirable:                          | Experience of managing staff.  
|                                    | General understanding of the Open University’s administrative processes. |

#### Knowledge, work and other relevant experience

| Essential: | IT Skills  
|            | Significant IT experience including using Outlook, Word, Excel and Access.  
|            | Competence in the use of ICT as a planning, management and communications tool.  
|            | **Delivering customer satisfaction**  
|            | Excellent communication skills including the ability to effectively convey written and oral information to a wide range of recipients, internally and externally.  
|            | Proven ability to provide the best quality service to external and internal customers.  
|            | **Driving innovation and change**  
|            | Proven ability to respond positively to changes in working practices and procedures and to instil confidence of change in others.  
|            | **Working collaboratively**  
|            | Working co-operatively across boundaries to contribute to positive outcome.  
|            | **Delivering results**  
|            | Proven organisational skills together with the ability to prioritise and use tact and judgement and the ability to be flexible in adapting to changing requirements.  
|            | Ability to manage activities under tight time constraints.  
|            | Proven ability to work accurately with exceptional attention to detail.  
|            | Proven ability to problem solve.  
|            | Experience of handling and systematising data.  
|            | **Other**  
|            | The ability to provide support and cover for the Senior Manager, Communications and Planning as required. |
| Desirable: | IT Skills  
|            | Knowledge of OU systems.  
|            | **Delivering customer satisfaction**  
|            | Experience of monitoring performance indicators.  
|            | Experience of influencing staff outside own line management authority.  
|            | **Driving innovation and change**
Evidence of actively seeking opportunities for improvement.
Delivering results
Experience of working with financial data and budgets.

4. Role specific requirements e.g. Shift working

N/A

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:

- Assessment Processing
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 Joanne Smythe on 01908 6332730 or email: Joanne.Smythe@open.ac.uk

If you have any questions regarding the application process please contact Pauline Byrne on 01908 653782 or email: Pauline.Byrne@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 23 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 Co-ordinator</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Assessment, Credit and Qualifications</td>
</tr>
<tr>
<td>Address:</td>
<td>The Open University</td>
</tr>
<tr>
<td></td>
<td>Joe Clinch Building</td>
</tr>
<tr>
<td></td>
<td>Hammerwood Gate</td>
</tr>
<tr>
<td></td>
<td>Kents Hills</td>
</tr>
<tr>
<td></td>
<td>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>
</table>

8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Joanne Smythe, Senior Manager, Communications</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>To be confirmed</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>Interviews are expected to take place week commencing 5 March 2018</td>
</tr>
<tr>
<td>The selection process for this post will include:</td>
<td>Please submit a covering letter of around 1000 words. The letter should set out why you are interested in this vacancy, and how your skills and experience meet the criteria listed in the person specification. Applications received without a covering letter will not be considered.</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.