## 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>14895</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job title:</strong></td>
<td>Senior Team Administrator</td>
</tr>
<tr>
<td><strong>Reports to:</strong></td>
<td>Co-ordinator, Production Planning and Volunteers, Alternative Formats</td>
</tr>
<tr>
<td><strong>Salary:</strong></td>
<td>£22,214 to £24,983</td>
</tr>
<tr>
<td><strong>Terms and conditions:</strong></td>
<td>Secretarial and Clerical</td>
</tr>
<tr>
<td><strong>Grade</strong></td>
<td>5</td>
</tr>
<tr>
<td><strong>Duration of post:</strong></td>
<td>Permanent</td>
</tr>
<tr>
<td><strong>Working hours:</strong></td>
<td>37 hours</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>Milton Keynes</td>
</tr>
<tr>
<td><strong>Closing date:</strong></td>
<td>Midday on Thursday, 2 August 2018</td>
</tr>
<tr>
<td><strong>Type of application form accepted:</strong></td>
<td>Long application form.</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>

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. (CVs will not be accepted without an application form).
# 2. Summary of duties

Through the day-to-day organisation and supervision of the Alternative Formats Team, and personal responsibility, enable accessibility and personalised teaching and learning via the provision of alternative format material covering a wide range of University modules and qualifications.

## Supervision and assistance with the management of the Alternative Format team Assistants

- Work allocation.
- Performance and workload monitoring.
- Informal reviews and career development and staff appraisal reviews.
- Identification of staff development and training needs.
- Provide initial assistance with personal and employment-related matters.
- Help recruit team members.
- Co-ordinate the cross-functional arrangement that requires Assistants to work for 20% of their time in the Audio Recording Centre.

## Provision of alternative formats (including the work of the Audio Recording Centre)

- Support the day to day production planning for all alternative formats: help plan the production work programme, recommend inventory lists and draw up work programme schedules, determine daily priorities and monitor progress against the programmed schedules, liaise daily with other third parties involved in supply, production and distribution, obtain and provide information to support decision-making (about e.g., selection of material, production and distribution planning, raw materials, operational methods, outsourcing, products produced, and information provision).
- Support the selection and acquisition of material: provide information on maintenance of existing material and the selection of new material for conversion to alternative formats, co-ordinate sourcing of new master material for conversion, and maintain, and help specify stocks of raw material.
- Support production and distribution of products: help keep the production and dispatch area secure and fit for purpose, help maintain secure archives of current and superseded masters, help specify and maintain specialist equipment.
- Progress production and dispatch operations; quality assure in-house production, determine and maintain appropriate levels for contingency stock, help maintain documents for student mailings, help obtain technical assistance with materials as required, securely process alternative format audio versions of examination papers.
- Help the Co-ordinator, Production Planning and Volunteers to plan and develop operational systems to remain effective and efficient and advises on and contributes to the development of the alternative format services.
- Resolve day to day problems and advise Co-ordinators of any outstanding issues.

## Production of operational procedures and guidelines

- Maintain operational procedures for alternative format services and other operational activities, and contribute to their development.

## Information and advice

- Contribute to presentations about the work of the Alternative Formats Team and related subject areas for office visits and seminars, and other similar events.
- Provide related information, advice and data as required for a range of enquirers.
- Provide operational and other training to Alternative Format Team members and contribute to staff induction programmes.
Standards and performance measurement

- Contribute to the development of service standards and help develop, maintain and use appropriate systems to measure performance.
- Receive, collate and circulate student feedback.

Other duties

- Assist the Manager, Alternative Formats in providing operational cover during temporary periods of absence of the Co-ordinator, Production Planning and Volunteers, and Co-ordinator, Audio Recording Centre Technician.
- Undertake any other duties which may be reasonably be required.

3. Person specification

Education, qualifications and training

Essential:
- Ability to apply knowledge and skills in a range of varied activities, performed in a variety of contexts. Some of the activities are complex or non-routine. Ability to work with some autonomy and exercise some personal responsibility.
- Collaboration with others is required.
- These requirements may be demonstrated by GCSEs at grades A*-C (including English language and mathematics) or equivalent qualifications or experience.

Desirable:
- NVQ Level 2/3 in Administration or Customer Services.
- Appropriate ECDL certification.

Knowledge, work and other relevant experience

Essential:
- Proven ability to work to deadlines, prioritising workload and managing time efficiently of self and others.
- Team supervision experience including experience of directing, motivating and performance monitoring of team members.
- Proven ability to work effectively in a multi-disciplinary team.
- Experience of working in a service delivery/client-focussed environment.
- Administrative experience:
  - handling sensitive or confidential information.
  - requiring numeracy and accuracy.

Desirable:
- Proven ability to plan and co-ordinate a range of operations.
- Basic technical understanding of open distance learning multi-media and digital learning materials (e.g., style conventions, document structure and HTML mark-up).
- Experience of working with or being a volunteer.
Experience of improving accessibility / inclusion for disabled people.
Basic knowledge of UK disability legislation.

Personal abilities and qualities

Essential:
- Good general IT skills and an ability to learn a range of IT systems and software.
- Effective interpersonal communication skills for application largely within own areas of activity. The ability to sustain operational relationships with colleagues.
- Commitment to equality and diversity.
- Ability to pass Audio Recording Centre ‘Test Read’.

Desirable:
- Methodical and analytical approach to work
- Proven ability to work with some autonomy and personal responsibility.
- Good level of self-motivation.
- Proven ability to respond positively and flexibly to changes in the working environment or needs of the role.
- Interest in providing quality services for people with disabilities.

4. Role specific requirements e.g. Shift working

The day-to-day work pattern may not always be in accordance with the percentages indicated in the job description; it may vary from day-to-day, week-to-week, etc. but there is an expectation that this structure generally will be achieved over an annual cycle.

Normal office working hours are 08:30 to 17:30, Monday to Friday. The Audio Recording Centre is open to volunteer readers and narrators 09:00 to 17:00 during Monday to Thursday, 09:00 to 16:30 on Friday, and exceptionally at other times according to business demand.

Willingness to work occasional evenings and weekends.

Annual leave of more than three consecutive working days may not be approved at peak times.

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
Access, Careers and Teaching Support (ACTS)

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

- Associate Lecturer Services
- Associate Lecturer Support and Professional Development
- Careers and Employability Services
- Widening Access and Success Services

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 Angela Mason by email: angela.mason@open.ac.uk.

If you have any questions regarding the application process please email: 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>Midday on Thursday, 2 August 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>The Open University</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Staffing and Recruitment Support Assistant</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Academic Services</td>
</tr>
<tr>
<td>Address:</td>
<td>Frank Henshaw Building</td>
</tr>
<tr>
<td></td>
<td>Hammerwood Gate</td>
</tr>
<tr>
<td></td>
<td>Kents Hill</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-STS-Recruitment@open.ac.uk">SS-STS-Recruitment@open.ac.uk</a></td>
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</tbody>
</table>
8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Angela Mason, Manager, Alternative Formats.</th>
</tr>
</thead>
</table>
| The other members of the interview panel will be: | Paul Williams, Co-ordinator, Production Planning and Volunteers.  
Michelle Adams, Manager, Disability Support Team |
| The interviews will take place on: | Tuesday, 14 August 2018 |
| The selection process for this post will include | A ‘Test Read’ at interview. |

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 enter date 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.**