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>14951</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Senior Assistant, Disability Support (Residential Schools and Auxiliary Aids &amp; Services)</td>
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<tr>
<td>Reports to:</td>
<td>Auxiliary Aids &amp; Services Coordinator</td>
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<tr>
<td>Salary:</td>
<td>£22,659 to £25,482</td>
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<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>G5</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Temporary Contract until 31 July 2019</td>
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<tr>
<td>Working hours:</td>
<td>37 hours per week (full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td><strong>Mid-day 20 September 2018</strong></td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Long application form with a covering letter (1000 words max) outlining how you meet the person specification</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</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>
2. Summary of duties

Purpose Statement

The role holder will be a member of the Residential Schools and Auxiliary Aids & Services (AA&S) Team, within the Widening Access and Success Services unit, working specifically within the Auxiliary Aids & Services activity. The role will focus on providing integrated information, advice and support to disabled students seeking reasonable adjustments and support from AA&S in the form of specialist equipment, other assistive technology and/or non-medical help (NMH - human support). The focus of this work will be on a small specific group of students who will benefit from a new scholarship fund for Disabled Veterans.

You will also provide supervisory support to the team’s Auxiliary Aids & Services Assistants.

The role has the following key aims:

- To provide disability support services to disabled students to maximise student success. To also act as an initial point of contact for reactive queries and requests for advice and support with regard to AA&S received via a variety of channels
- Make decisions on the appropriate provision of NMH
- Where necessary to refer on to other staff with specialist expertise and/or external providers making student interactions with The Open University as effortless and seamless as possible
- To concentrate on the delivery of expert disability advice and support in the area of AA&S
- To discuss and record the needs of students and to organise additional study support, and adjustments for additional requirements at tutorials and residential schools
- To provide supervisory support to the team’s two Auxiliary Aids & Services Assistants
- To oversee and administer the equipment loan schemes to provide students with assistive software and technology in order to allow equal access to Open University courses
- Monitors students’ academic status and ensure safe return of the loan equipment
- To build excellent working relationships with networks of colleagues in the Central Academic Units (CAUs), other student facing disability support offices, assistive technology suppliers and non medical help providers, in order help the OU deliver its reasonable adjustment policy
- To track the impact of the support put in place for students and report on the data as required.

Main Responsibilities

1. To provide complex disability related advice and support to students for auxiliary aids and services through both proactive and reactive contact via a number of channels including inbound and outbound phone calls, emails, letters, online webchat, online forums, social media, and face to face.
   - Provide information and advice to DSA and non-DSA-eligible students on equipment schemes and non-medical support
   - Provide information and advice to students receiving DSA funding through government funding bodies (ie. Student Finance England/Wales)
   - To promote a positive, professional and knowledgeable impression of the University

2. To supervise a small group of permanent and temporary staff, to make best use of this resource to support the team’s goals
• giving guidance and support to AA&S Assistants relating to the team’s disability provision
• be the first point of contact for escalated queries and be a role model for student support
• provide feedback and development direction to AA&S Assistants
• Monitor and allocate work to AA&S Assistants
• Contribute to the training of any temporary and new staff working on Auxiliary Aids & Services activities, as required

3. To use judgement and knowledge to assess and approve applications for disability support using agreed criteria
   • Using judgement approve disability support to agreed financial limits or using specific criteria
   • Support AA&S Coordinator to make decisions concerning complex or high cost disability support
   • Support and guide AA&S Assistants in gathering information and following set procedures for disability support requests

4. To undertake associated administrative and operational processes to requests from disabled students and potential students:
   • Accurately record and maintain student and potential student details on University systems and databases
   • Administer the available equipment loan schemes for students needing additional support, including checking students’ needs, requesting deliveries, organising maintenance of equipment and tracking inventory lists
   • Ensure all work is carried out to required standards
   • Ensure that complex guidance needs and issues are identified and met, referring/transferring calls appropriately and effectively to other specialist staff and/or providers

5. To assist proactively in the development and continuous improvement of good internal and inter team working and service provision
   • Attending and actively participating in team meetings and developmental activities
   • Contributing to business improvement ideas and initiatives, making recommendations to Coordinators and Managers as appropriate
   • Showing initiative in helping the team to run smoothly and working with and supporting other teams as required
   • Engage actively in the support and development of new team members
   • Contribute to the development of effective team delivery relating to IAG
   • Undertaking other activities as directed by the Auxiliary Aids & Services team line management

6. To continually develop skills and knowledge to maintain and improve personal performance in the spirit of continuous improvement and to adopt correct and evolving business practices and procedures:
   • Undertaking all duties in accordance with internal policy and external legislation
   • Working with the management of the Auxiliary Aids & Services team to understand personal performance and areas for development
Providing feedback to contribute to colleagues’ performance development

Accepting feedback from colleagues to improve personal skills and knowledge

Other Duties

- To support and carry out equivalent duties covering the Residential Schools activity
- Provide cover for other colleagues within the Section where necessary
- Undertakes any other duties as agreed with the Coordinators and/or the Manager, Residential Schools and Auxiliary Aids & Services

Behaviours

- Contribute to the continuous improvement of the operations of the Residential Schools and Auxiliary Aids & Services Team by embracing change and suggesting improvements through the 1-2-1 and team meeting channels
- Works to build positive and effective working relationships between the Residential Schools and Auxiliary Aids & Services Team and colleagues in CAUs, external clients and throughout the University
- Display positive and constructive behaviours to advance the effectiveness of the team and wider University

3. Person specification

Requirements  (E = Essential/ D = Desirable)

Education, qualifications and training

A good standard of general education including GCSE English and Maths at grade C or above, or equivalent qualifications or experience  (E)

ECDL (European Computer Driving Licence) or other equivalent IT qualification  (D)

Relevant NVQ Level 2 or above (e.g. Customer Services, or Information, Advice and Guidance, or Customer Care) or equivalent  (D)

Knowledge, work and other relevant experience

Essential:

Experience of working in a customer facing role

Experience of answering and actioning complex and diverse queries, using a wide range of information sources

Experience of providing information and advice and the ability to transfer this experience to a higher education context

Recent experience of using standard Microsoft Office packages, and the ability to learn to use a
range of in-house and commercial systems

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<th>Desirable:</th>
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<td>Experience of supervising others</td>
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<td>An understanding of the issues affecting adult disabled students in high education</td>
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<tr>
<td>Recent experience of working within a higher education environment</td>
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<tr>
<th>Personal abilities and qualities</th>
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<tr>
<td>Essential:</td>
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<td>Good communication skills, both oral and written: e.g. effective telephone techniques, use of plain English to explain complex policies and processes and to write clearly, succinctly and accurately</td>
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<tr>
<td>Flexibility, including adaptability to changing circumstances, duties, work practices and systems and a commitment to ongoing development with the ability to demonstrate a rapid understanding of newly presented information</td>
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<tr>
<td>Good organisational skills, including the ability to cope with heavy workloads and repetitive tasks and to meet deadlines, working productively and accurately in a high pressure environment</td>
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<tr>
<td>An understanding of team working and the ability to work as part of a team</td>
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<tr>
<td>An ability to deal with and follow complex information and procedures: using initiative and judgement in problem-solving, whilst recognising boundaries</td>
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<tr>
<td>Numeracy, accuracy and attention to detail</td>
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<td>An understanding of Equal Opportunities issues and a commitment to equal opportunities and diversity.</td>
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<th>Desirable:</th>
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<tr>
<td>Ability to adapt interpersonal styles to suit different people or situations</td>
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<tr>
<td>An understanding or knowledge of Disabled Students Allowance (DSA) and the Equality Act 2010</td>
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<td>Ability to use management information systems</td>
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4. Role specific requirements e.g. Shift working
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.

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 Paul King by email: paul.king@open.ac.uk.

If you have any questions regarding the application process please contact Cheryl-Anne O’Toole on telephone number (0)1908 653516 or email: SS-STS-Recruitment@open.ac.uk.

7. The application process and where to send completed applications

Please ensure that your application reaches the University by: Midday on 20 September 2018

Post it to:
8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Paul King, Manager, Residential Schools and Auxiliary Aids &amp; Services</th>
</tr>
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<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>To be confirmed to shortlisted applicants.</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>Interview date to be confirmed</td>
</tr>
<tr>
<td>The selection process for this post will include:</td>
<td>A competency based interview</td>
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</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 27 September 2018 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.