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>15511</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Team Assistant, SiSE (Students in Secure Environments Team)</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Student Recruitment &amp; Support Advisor</td>
</tr>
<tr>
<td>Salary:</td>
<td>£19,730 to £22,017</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>Grade 4</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Temporary contract to 31 December 2019</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>12:00 noon on 23 January 2019</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Standard application form.</td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>CVs will not be accepted without an application form.</td>
<td></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>
</tr>
</tbody>
</table>
2. Summary of duties

1. Main purpose of the job

To support the curriculum for Students in Secure Environments (SiSE) by assisting with the provision of alternative format material covering a range of University modules. To maintain the supporting database and documentation and liaise with faculties and external staff regarding the delivery of materials to support the SiSE curriculum. Act as first point or link contact, receive telephone calls and emails, from a wide range of internal and external contacts on SiSE curriculum issues.

2. Duties and responsibilities

Provision of alternative formats (80%)

- Preparing online material for production in alternative formats; including print, CD and DVD.
- Distribution of the SiSE prospectus and other documentation to external partners and OU colleagues.
- Monitoring module websites to ensure production of updates. Liaising with designated staff in faculties regarding SiSE requirements.
- Maintaining and monitoring the SiSE Accessibility generic mailbox and responding to/referring to queries as appropriate. Processing requests for alternative format material, maintaining a database of Course Information Sheets and Blueprints on an annual cycle.
- Monitoring SiSE VOICE queues.
- Initiate, implement and maintain appropriate filing systems for correspondence and monitoring records, either by paper or electronic means.
- Responsible for filing and storage of CD and DVD alternative format materials.

Assistance with material production for promotional events (10%)

Assistance with the production of materials for promotional events.

Other (10%)

- Attendance at team and other meetings appropriate. Minute taking may be required.
- Production and distribution of hardcopy changes to OU policy and regulations to SiSE students.
- Any other grade appropriate duties as required to support the accessibility area and the SiSE programme.

3. Team supervision and management

The role reports formally to the SRSA Accessibility for the following:

- Work allocation;
- Performance and workload monitoring;
- Identification of staff development and training needs;
- Initial assistance with personal and employment-related matters.

The SRSA conducts informal reviews as required. The SRSA conducts career development and staff appraisal interviews.

4. A note about the provision of alternative formats

The SiSE core curriculum for students in prisons is funded through a Memorandum of Understanding (MoU) with the National Offender Management Service (NOMS) which brings in grant income of nearly £1m. p.a.

Our capacity to deliver on our MoU is critically dependent upon our ability to make the core curriculum for SiSE accessible in secure environments where students do not have access to the internet.
The core curriculum is agreed by Faculties and published in a bespoke Guide/Prospectus. Faculties also produce Course Information Sheets and Blueprints for each module included. These outline what is required for study and also the work the SISE Accessibility Team needs to produce – including hardcopy, CD and DVD needs. Materials are produced by external printers and in house.

In addition to clerical work, team members carry out materials production and manual handling of equipment/goods of a light to medium weight.

5. Communication

The role holder liaises with other areas of the University and external bodies in the organisation and management of her / his duties. S/he maintains effective communications with other roles as required. Main contacts are with:

- The Student Registration Team for SISE
- Module Teams
- IT Support
- Wellingborough Distribution Services
- CDS Printing
- Learning and Teaching Solutions (LTS)
- Information Office
- Department for Education (DfE)
- NOMS (National Offender Management Service)
- PET (Prisons Education Trust)
- SFA (Skills Funding Agency)

6. Systems and procedures

We provide alternative format material for all of the main module presentations. Workloads vary according to student numbers and the role holder’s day-to-day work pattern may not always be in accordance with the percentages indicated in this Job Description.

The role holder complies with best practice use of local and University-wide systems and uses IT-based integrated management systems. S/he helps write and update procedures to maintain operational activities.

The role holder will also advise the SRSA and others as appropriate about day-to-day problems and how they might be solved, suggests improvements and helps implement changes.

7. Information and advice

The role holder will contribute to presentations about the SISE team and its work and related subject areas for office visits and seminars, Open Days, and other similar events. S/he provides related information, advice and data as required for a range of enquirers.

8. Other duties

The role holder will undertake other unspecified duties as may be reasonably required by the SRSA and Manager Accessibility as well as assisting with the monitoring of effectiveness of services provided.

Some travel may be required to Secure Environments.
### 3. Person specification

#### Education, qualifications and training

**Essential:**
- The jobholder needs the ability to apply knowledge and skills in a significant range of varied activities, performed in a variety of contexts. Some of the activities are complex or non-routine. S/he must work with some autonomy and exercise some personal responsibility. Collaboration with others is required.
- These requirements may be demonstrated by five 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.

#### Knowledge, work and other relevant experience

**Essential:**
- Experience of working in a similar operational environment that includes one or more of the following: administrative accuracy and proofreading skills.
- Proven ability to work effectively in a team.
- Proven ability to work under pressure to deadlines, prioritising workload and managing time efficiently.
- Ability to communicate effectively in person, on the telephone and in writing.
- The ability to sustain operational relationships with colleagues and clients at all levels.
- Demonstrable knowledge of Windows based IT packages including Microsoft Word, Excel and Outlook.

**Desirable:**
- Willingness to learn other software and University IT applications.
- Experience of working in a service delivery / client-focused environment.

#### Personal abilities and qualities

**Essential:**
- Commitment to equality and diversity.
- Experience of working where some of the activities are complex or non-routine.
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 Tracey Williams on 01908 655741 or email: tracey.williams@open.ac.uk.

If you have any questions regarding the application process please contact 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: | 12:00 noon on 23 January 2019 |
| Post it to: | The Open University |
| Name/Job title: | Staffing and Recruitment Support Assistant |
| Department/Unit: | Academic Services |
| Address: | Frank Henshaw Building  
Hammerwood Gate  
Kents Hill  
Milton Keynes |
| Post Code: | MK7 6BY |
| Or e-mail your application to: | SS-STS-Recruitment@open.ac.uk |

8. Selection process and date of interview

| The interview panel will be chaired by: | Tracey Williams, Manager, Offender Learning |
| The other members of the interview panel will be: | Sarah Bohn, Senior Recruitment and Support Adviser  
Nicholas Jolly, Team Manager |
| The interviews will take place on: | 12 February 2019 |
| The selection process for this post will include: | 30 minute in-tray exercise followed by a 45 minute 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 **5 February 2019** 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.