# 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.

## Role Details

<table>
<thead>
<tr>
<th>Vacancy reference:</th>
<th>15780</th>
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</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Curriculum Assistant / Programme Administrator</td>
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<tr>
<td>Reports to:</td>
<td>Programme Manager</td>
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<tr>
<td>Salary:</td>
<td>£22,659 - £25,482</td>
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<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
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<tr>
<td>Grade:</td>
<td>GR5</td>
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<tr>
<td>Duration of post:</td>
<td>Fixed-term until 31 July 2020</td>
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<tr>
<td>Working hours:</td>
<td>37 hours</td>
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<tr>
<td>Location:</td>
<td>Milton Keynes</td>
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<tr>
<td>Closing date:</td>
<td>12 noon on Monday 18 March 2019</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Electronic (short application form and Covering letter)</td>
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<tr>
<td>Number of referees required:</td>
<td>Two</td>
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</table>
Summary of duties

Main Duties (as Curriculum Assistant 50%)

a) Support the relevant Qualification Manager and academic team members in the development and delivery of curriculum particularly in respect of the development of module materials and web sites.

b) Support the management of copyright applications, copyright records and associated costs for their allocated modules.

c) Organise relevant qualification, module team meetings, and other events such as workshops and staff development events as required including mailings, facilities organisation, catering etc. plus where appropriate, attend meetings, take minutes and generally facilitate the meeting as required.

d) Assist with the maintenance of all expenditure charged to module budgets on a day-to-day basis including use of the university financial systems.

e) Be the first point of contact for internal and external queries on allocated modules using the University’s customer relationship management software including assisting with updating faculty / University systems and liaising with module team and professional support staff as required.

f) Take responsibility for the secure storage of all assessment material on allocated modules in accordance with University regulations.

g) Maintain project related documents and information in accordance with University and Faculty policies and procedures.

h) Be an adaptable and responsive member of the team undertaking a variety of administrative and clerical duties as directed by their line manager, relevant Programme Manager or Head of Curriculum Management as required.

Main Duties (as Programme Administrator 50%)

i) Provide full personal secretarial support to the Teaching Director and Programme Manager; ensuring that all contacts and correspondence are dealt with in a speedy and efficient manner.

j) Act as the first point of contact for the Programme Office in dealing with members of staff and external organisations, using initiative, judgement and tact in dealing with highly confidential information.

k) Manage the Director’s and Programme Manager’s time by the efficient use of electronic diary and appointment systems.

l) Arrange meetings, seminars, Board of Studies meetings and workshops; establishing and maintaining databases.

m) Administer formal and informal meetings, including distributing agenda and papers, writing and producing minutes and action notes.

n) Administer the VOICE customer database, directing service requests to appropriate members of staff.

o) Process credit transfer documentation on behalf of the programme; check a number of generic mail-boxes and draft replies.

p) Create and maintain filing systems, ensuring the rapid retrieval of all relevant information; maintain programme documentation on the intranet and sharepoint sites.

q) Organise travel arrangements both in the UK and abroad, booking accommodation and producing itineraries.

Person specification
### Education, qualifications and training

**Essential:**
- Good general secondary education at least to A-level or equivalent.

### Knowledge, work and other relevant experience

**Essential:**
- Evidence of successful experience in a secretarial, clerical or administrative role.

**Desirable:**
- Experience of using the internet, electronic conferencing and social networking media.
- Knowledge of the higher education environment and student markets.

### Personal abilities and qualities

**Essential:**
- Excellent information and communication technology skills including the ability to use Microsoft applications, particularly Word, Excel and Outlook, and experience of using databases, spreadsheets and templates.
- Ability to plan and organise own work efficiently and to work pro-actively, co-operatively and responsively.
- Experience of working effectively in a team and being supportive to team members, using tact and discretion when necessary.
- Experience of working on multiple tasks and an ability to keep track of progress, using own initiative.
- Good interpersonal skills with experience of building relationships.
- Good verbal and written communication skills.
- Ability to work flexibly and in an adaptable way, sometimes under pressure.

**Desirable:**
- Ability to understand financial records.
- Knowledge of data protection issues.

### Additional requirements/Special circumstances

**Essential:**
- Commitment to equal opportunities policies and practices.

### Role specific requirements e.g. Shift working
About the unit/department

**Faculty of Business and Law**
The Faculty of Business and Law has a strong reputation as a high-quality and innovative provider of management and legal education. It brings together two schools – The Open University Business School and The Open University Law School. Each year around 36,000 students enrol on the Faculty’s business, management and law programmes.

The Faculty received a rating of ‘excellent’ for teaching quality in the most recent HEFCE Teaching Quality Assessment. The Faculty scores very highly in the NSS student survey for student satisfaction.

The Faculty has over 200 internal staff including around 80 central academics, 40 student experience academics, 55 academic-related staff and 30 administrative support staff. Additionally, there are over 500 Associate Lecturers (tutors).

**The Open University Business School**
Founded in 1983, The Open University Business School holds a unique position as the leader in flexible, accessible and high quality business and management education. It is one of an international elite group of institutions to have triple accreditation by EQUIS, AACSB and AMBA.

The School has four cross-disciplinary academic departments: Strategy and Marketing; Accounting and Finance; People and Organisations; Public Leadership and Social Enterprise. The School offers a wide range of undergraduate, postgraduate, doctoral and executive education programmes.

The 2014 Research Excellence Framework (REF) results show the high quality of the research outputs and impact of the School’s research. The School ranked 34th overall placing it in the top third of UK Business Schools. For impact, the School was placed 16th overall, indicating not only the excellence of the research but also its influence and relevance to user communities in all areas from practice to policy.

Further information about The Open University Business School can be found at: [http://www.open.ac.uk/business-school/](http://www.open.ac.uk/business-school/)

**The Open University Law School**
The Open University Law School was established 17 years ago and since then more than 60,000 students have studied law with us. With around 6,000 students in the UK, the Law School continues to lead the sector in part-time distance learning. Our Bachelor of Laws with Honours (LLB) is the most popular taught undergraduate law programme in the UK. The average age of our law students is 35. The School also offers a Postgraduate Certificate in Human Rights and Development Management and a Masters in Law (LLM).

Further information about The Open University Law School can be found at: [http://www.open.ac.uk/law/main/](http://www.open.ac.uk/law/main/)

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 Lyn Singer by email lyn.singer@open.ac.uk
# The application process and where to send completed applications

## How to Apply:

In order to apply for this post, please complete the application form and provide a covering letter. **Please note if you do not provide all of this information, your application may not be considered.**

1. **Complete the short form**
   The form has been designed to give the information needed at this initial stage.

2. **Covering letter**
   Write a covering letter indicating why you are interested in this post and how you believe you match the Person Specification in section 3.

   In this letter please set out:
   a) Why you are interested in the post;
   b) How your skills and experience meet the criteria listed in the person specification.

   Please use the **essential and desirable items listed in the person specification as subtitles within your letter**. In writing your letter, examine carefully the description of the role and analyse how your skills, knowledge and experience match with the requirements set out in the person specification. **Please pick out specific examples from your experience which clearly demonstrate that you have the particular knowledge and capabilities required in the person specification.**

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**e-mail your application and covering letter to:**

Resourcing-Hub@open.ac.uk quoting Ref No. 15780

Please ensure that your application reaches the University by:

**12 noon on Monday 18 March 2019**

Applications received after the closing date will not be accepted.

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# Selection process and date of interview

The interviews will take place on: Interviews are planned for **Wednesday 3 April 2019** at Milton Keynes but this date may be changed if operationally required. Please also note that occasionally there may be a need for second interview.

The selection process for this post will include:

Panel Interview and an in tray exercise
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.