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>14756</th>
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</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Administrative Assistant</td>
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<tr>
<td>Reports to:</td>
<td>Support Services Co-ordinator</td>
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<tr>
<td>Salary:</td>
<td>£19,305 to £21,585</td>
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<tr>
<td>Terms and conditions:</td>
<td>Secretarial &amp; Clerical</td>
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<tr>
<td>Grade</td>
<td>4</td>
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<tr>
<td>Duration of post:</td>
<td>Temporary Contract until 24 December 2019</td>
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<tr>
<td>Working hours:</td>
<td>37 hours per week</td>
</tr>
<tr>
<td>Location:</td>
<td>Academic Services, based in Cardiff</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12 noon 30 July 2018</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Standard application form</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:Wales-Recruitment@open.ac.uk">Wales-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
## 2. Summary of duties

### Overall job purpose

The role holder will have a dual post which is split between the External Strategy Team and the Support Services Team. The role holder will take responsibility for delivering excellent customer service within their ‘front of house’ responsibility and will also provide dedicated administrative support to both teams.

### Main duties:

1. Provide administrative support. Tasks to include acknowledging and replying to correspondence and e-mails, providing support on basic finance functions and making travel arrangements.

2. Provide support in the administration and development of new and ongoing projects for the External Strategy Team. Managing enquiries relating to the projects, taking responsibility for the processing of feedback and evaluation. Processing event enquiry cards and following up student requests.

3. Assist with the maintenance of the shared area and files for the External Strategy activities. Managing mailing lists and updating contacts on systems such as Mailerlite, Mailchimp and webforms. Managing mailboxes and engaging with external partners.

4. Assist in the preparation and delivery of both internal and external events relating to External Strategy activities, which will include the support of occasional evening, and weekend events. Setting events up on Eventbrite and managing resource requests to support the events.

5. Set up presentations and support meetings with internal staff and external contacts and arrange refreshments as required.

6. On occasion, take notes at internal meetings and meetings with external bodies and produce and distribute minutes, maintaining confidentiality at all times. Diary management for future meetings.

7. Take responsibility for managing stock control of Widening Access resources.

8. To serve as a front-line member of the Support Services Team, supporting colleagues and delivering operational activities and services to a high standard.

9. Assist in the day to day running of the location facilities, e.g. reception cover, H & S, Security, library, deliveries, stationery & equipment orders.

10. Book meeting rooms, equipment and catering as required to support university business.

11. Provide administrative support for degree ceremonies and be a point of contact for all staff who need to liaise with the Ceremonies Team.

12. Support the administration of budgets, particularly relating to the External Strategy and Public Affairs activities and assist other members of the team as required with basic financial/administrative checking e.g., Travel Subsistence and Expenses claims.

13. The Open University in Wales is committed to providing a bilingual service in its dealings with the public and its students. In line with the Welsh Language Standards the post holder must be a confident Welsh speaker who can meet and greet visitors as well as conduct basic conversations in Welsh. The post holder must familiarise themselves with the Welsh Language Standards to understand the role they will play in adherence to these regulations.
### Education, qualifications and training

**Essential:** At least GCE/GCSE Grade C or equivalent vocational qualifications (eg NVQ level 2, BTEC) in a range of subjects including English and Mathematics.

### Knowledge, work and other relevant experience

**Essential:**
- Previous experience of working in an administration based roles or responsibilities.
- Previous experience in a front of house based roles or responsibilities.
- Experience and knowledge of office procedures.
- Good working knowledge of Microsoft Office (particularly Word, Excel and Outlook).
- Commitment to excellent customer service.
- Experience of working in an educational or related environment.

### Personal abilities and qualities

**Essential:**
- Excellent interpersonal and communication skills.
- Ability to work to deadlines and prioritise work.
- Flexibility and openness to change in working practices.
- An ability to use initiative and judgement in problem-solving and to work unsupervised.
- A responsible, flexible and reliable approach to work coupled with a motivated and proactive attitude.
- Experience of working effectively in a team environment and proactively helping, supporting and where appropriate guiding colleagues.
- Proven experience in dealing successfully with complex information and procedures.
- A systematic approach to work and an ability to work accurately, paying attention to detail.
- Ability to prioritise and work calmly under pressure.

### Special working conditions e.g. shift working

**Additional requirements**
Essential: A sound understanding of and a commitment to equal opportunities and diversity.

N.B. The role holder may be required to undertake any other duties reasonably required as within the nature of the duties and responsibilities of the role, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.

All staff are expected:

- To comply with the University’s Health and Safety and Equal Opportunities policies in the performance of their duties
- To take reasonable care of the Health and Safety of themselves and that of any other person who may be affected by their acts or omissions at work.
- To co-operate with the Open University in ensuring as far as is necessary, that Statutory Requirements, Codes of Practice, University Policies and Departmental Health and Safety arrangements are complied with.
- To demonstrate a strong commitment to the principles and practice of equality and diversity.

4. Role specific requirements e.g. Shift working

Willingness to undertake occasional out of hours working, with overtime pay or time off in lieu as appropriate.

5. About the unit/department

THE OPEN UNIVERSITY IN WALES

The Open University in Wales is responsible for delivery of academic and support services to students and enquirers right across the country. It is funded through student fee income and by support from the Higher Education Funding Council for Wales and serves approximately 7,500 students.

Our Cardiff office is the base for more than 80 members of staff working for The Open University in different functions, including:

- The Director for Wales and deputies with overall responsibility for the leadership and oversight of the work of the Open University in Wales, including that delivered by faculty staff based in Wales;
- Academic staff, managers and coordinators from our Faculties and Schools, developing curriculum, supporting and co-ordinating teaching and ensuring that there is a Welsh perspective in the academic developments of the University;
- Our Student Recruitment and Support (Wales) team working to ensure the successful delivery of services and support to students across all activities;
- Staff engaged in external affairs, marketing, widening access and employer engagement, seeking to grow our collaboration agenda in Wales and tell our story to a wider public;
- The UK-wide Venue Management Team, which is responsible for venue procurement and management activities for all OU tutorials, examinations and ad hoc meetings in the UK and Continental Europe;
- Our team of Operations and Support staff, who make sure we run smoothly and effectively on a day-to-day basis.

The Open University is committed to sustaining a powerful and visible presence in Wales, working closely with other educational providers and organisations to offer high quality part-time higher education opportunities via...
distance learning. The University is focused on working with the Welsh Government and the Funding Council in meeting the economic, social and cultural needs of the Wales.

This is an exciting time to join the University, as it transforms its UK-wide operations, and refreshes its academic approach. Wales-based staff are involved in planning and organising large-scale operations, using technology to produce materials and information, and effectively managing resources to produce and deliver services to schedule. All staff are concerned with the maintenance and improvement of our high standards of support to individual students and have a strong customer service ethos.

The Open University in Wales is located at 18 Custom House Street, Cardiff. This is a five-minute walk from Cardiff Central train and bus stations. Given its city centre location there is no parking available but there are numerous car parks nearby. For further information on The Open University in Wales, and on the University, please see The Open University in Wales’ website at www.open.ac.uk/wales

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 Catherine Collins, Support Services Manager (Wales-Recruitment@open.ac.uk), (02920 471 019) at the OU in Wales.

If you have any questions regarding the application process please contact Wales-Recruitment@open.ac.uk

7. The application process and where to send completed applications

Please ensure that your application reaches the University by: 12 noon, 30 July 2018

Post it to:

Name/Job title: Alison Deering, Senior Support Services Assistant

Department/Unit: The Open University in Wales

Address: 18 Custom House Street

Post Code: CF10 1AP

Or e-mail your application to: Wales-Recruitment@open.ac.uk

8. Selection process and date of interview

The interview panel will be chaired by: Catherine Collins, Support Services Manager

The other members of the interview panel will be: Joanne Hodgetts, Support Services Co-ordinator

The interviews will take place on: TBC
The selection process for this post will include a brief and basic conversation in Welsh as well as a formal 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.

Applications received after the closing date will not be accepted.