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>14866</th>
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</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Learner Support Assistant</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Manager, Student Recruitment and Support Services</td>
</tr>
<tr>
<td>Salary:</td>
<td>£19,305 to £21,585 per annum</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial &amp; Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>4</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours per week</td>
</tr>
<tr>
<td>Location:</td>
<td>The Open University in the Wales, Cardiff.</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12 noon 2 August 2018</td>
</tr>
<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 be a member of Student Recruitment and Support Services. S/he will give information and advice in response to a wide range of student enquiries and the related operational processes, for example provision of references, examination arrangements and disability support. S/he will use a variety of communication tools including, telephone, email, internet and the Open University’s customer relations systems. S/he will provide general administrative support as appropriate to the team. This is a desk based role with most of the work carried out using bespoke telephony and computer systems.

1. **Provide Information and Advice to Enquirers**

1.1 Answers enquiries and gives information and advice on a wide range of matters such as fee payment methods, modules and qualifications using all communication media, e.g. telephone, email, web and face to face.

1.2 Contacts enquirers and students who have expressed an interest in studying with the Open University to provide information and routine advice on all aspects of Open University study by phone, email and web.

1.3 Processes reservations, registrations and makes post registration amendments in line with agreed Services practices.

1.4 Takes payments/run finance reports and processes other student fee activities.

1.5 Undertakes outbound calls to enquirers and students as part of OU recruitment campaigns.

2. **Support to Students**

2.1 Provides basic information and advice on a wide range of aspects of learner support through phone calls, emails, correspondence and face to face.

2.2 Use information from briefings, regular use of databases and printed material and web based materials to keep up to date with the range of OU modules, qualifications and related services.

2.3 Through use of VOICE (the Open University Computer Relationship Management System) record enquiries, and update records with action taken.

2.4 Triage queries and requests for support and where necessary refer to other staff with expertise in particular areas.

2.5 Undertake proactive contact with students by telephone and/or email.

3. **Operational Areas of Responsibility**

3.1 Undertake administration related to: requests for references; student examinations, students in secure environments; careers appointments; and residential schools where appropriate.

3.2 Assist with the administrative processes associated with the Welsh Language Standards.

3.3 Receive referrals from Open University lecturers regarding student related queries and action as appropriate.

3.4 Provide support on other projects undertaken by Student Recruitment and Support Services.
4. Other Responsibilities

4.1 Undertakes activities as directed by senior staff within the team.

4.2 Works with and supports other teams in the location as required.

5. Any other duties to be determined

5.1 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:

5.2 To comply with the University’s Health and Safety and Equal Opportunities policies in the performance of their duties.

5.3 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.

5.4 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.

5.5 To demonstrate a strong commitment to the principles and practice of equality and diversity.

3. Person specification

<table>
<thead>
<tr>
<th>Education, qualifications and training</th>
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<tbody>
<tr>
<td><strong>Essential:</strong> GCE ‘O’ Level/GCSE grade C or equivalent (e.g. NVQ Level 2, BTEC) in a range of subjects to include English and Mathematics</td>
</tr>
<tr>
<td><strong>Desirable:</strong> NVQ (Customer Services or Information, Advice and Guidance) Level 2/3</td>
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<tr>
<td><strong>Desirable:</strong> Successful completion of European Computer Driving Licence (ECDL) or equivalent</td>
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<table>
<thead>
<tr>
<th>Knowledge, work and other relevant experience</th>
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<tr>
<td><strong>Essential:</strong> Recent and relevant office experience</td>
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<tr>
<td><strong>Essential:</strong> Experience of answering diverse queries, using a wide range of information sources</td>
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<tr>
<td><strong>Desirable:</strong> Recent experience of working within a higher education environment</td>
</tr>
<tr>
<td><strong>Desirable:</strong> Experience of providing information and advice and the ability to transfer this experience to a Higher Education context</td>
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| Personal abilities and qualities |
**Essential:** Good interpersonal and communication skills – oral and written with the ability to explain policies and processes in plain English.

**Essential:** An ability to deal with complex information and procedures.

**Essential:** Excellent IT skills to use a range of IT applications especially Microsoft Office, Word, Excel and Outlook and knowledge of databases.

**Essential:** Excellent active listening skills and the ability to respond to identified needs.

**Essential:** Commitment to excellent customer service.

**Essential:** Good organisational skills, including the ability to work to deadlines and prioritise tasks and work with detailed procedures.

**Essential:** An ability to use initiative and judgement in problem solving, whilst recognising boundaries.

**Essential:** Flexibility and adaptability to changing duties, work practices and systems and a commitment to ongoing development.

**Essential:** Experience of and commitment to working effectively within a team environment.

**Essential:** A systematic approach to work and ability to work accurately, paying attention to detail.

**Essential:** Experience of using management information systems.

**Essential:** Well presented with a “can do” attitude.

**Essential:** An ability to liaise with others at all levels in an effective and professional manner.

**Special working conditions e.g. shift working**

**Essential:** Willingness to undertake occasional out of hours working and when required to travel to other locations.

**Essential:** Role Holder may be required to attend meetings/events at various venues across the UK for training and evaluation purposes.

**Essential:** Headsets are required to work effectively on the telephone and for computer mediated conference facilities.

**Additional requirements**

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

**Essential:** A clear understanding of the legal and cultural status of the Welsh Language in Wales.

**Essential:** The ability to communicate through the medium of Welsh.

**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

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

Access, Careers and Teaching Support sub-unit is led by David Knight, Director and comprises of the following teams;
CAREERS AND EMPLOYABILITY SERVICES
Enhanced Employability and Career Progression is one of the Strategic objectives of the Open University. Therefore, there will be increased investment in and development of Careers and Employability Services during the coming year, and the team is expanding.

This role is being introduced as part of that expansion as the number of Careers and Employability Services staff directly supporting students and faculties is growing. Applicants should be aware that the role may evolve further as the expansion progresses.

OU Careers and Employability Services consists of:

- Four teams, each led by a Senior Careers and Employability Consultant and incorporating:
  - Careers and Employability Consultants (Learning and Teaching) based at Milton Keynes, working with faculties and other departments to embed the development of employability and personal development planning skills within the curriculum and delivering subject specific careers information, advice and guidance to students via online media including forums and webinars.
  - Careers and Employability Consultants in each OU centre who provide a networked and distributed service across locations and also work with the Student Support Teams and nation teams. All posts will be responsible for responding to student queries across all subjects as well as developing specialisms linked to their centre.
  - Employability Advisers based in Milton Keynes and Nottingham providing careers information and advice to students and assisting the above staff.

- A Quality and Development team based in Milton Keynes and Nottingham, leading the implementation of quality standards and procedures, planning the overall development and marketing of Careers and Employability Services, developing web and other online resources to support Careers and Employability Services, and providing research and MI support.

- An Employer Engagement team based in Nottingham, involved in working with Employers to identify and provide opportunities for OU students, and to promote the particular skills that OU students bring to employers.

- The Careers and Employability Services Management Team based in Nottingham, Manchester and Milton Keynes which leads the strategic development of the service in the OU, establishes and monitors standards for the delivery of CEIAG, ensures the service is promoted appropriately and works in partnership with others in the University to further develop the service.

Careers services are delivered by telephone, email, Skype, and via web resources. The careers website is at www.open.ac.uk/careers

AL SERVICES
The AL Services team is a UK-wide team of staff based at Walton Hall and in the 6 regional and national centres. The team, working in liaison with faculty colleagues in regions and nations, is responsible for the recruitment, appointment and employment of the University’s 6,500 Associate Lecturers teaching students on over 400 modules.

VENUE MANAGEMENT TEAM
The Venue Management Team (VMT) is a centralised service based at the OU in Wales in Cardiff. The team is
The VMT has responsibility for the procurement, booking, organisation, quality and financial management related to external venues which are hired for events supporting learning and teaching.

**THE OPEN UNIVERSITY IN WALES**

The Open University in Wales is responsible for delivery of core services to students and enquirers right across the country. It is funded by the Higher Education Funding Council for Wales and serves approximately 7,500 students and 320 Associate Lecturers, and offers tutorials at locations across Wales.

Our Cardiff office is the base for **89** members of staff. The Open University in Wales is structured as follows:

- the Director for Wales and **3** Assistant Directors with overall responsibility for the management and oversight of the work of the Open University in Wales, including that delivered by faculty staff based in Wales;
- around **22** academic staff, managers and coordinators of Faculties and Schools – these report jointly to the Director, Wales and the Dean of their Faculty/School;
- **11** Student Services Managers working closely with faculty staff to ensure the successful delivery of services to students, enquirers and Associate Lecturers across all activities;
- **2** Widening Access Managers, **1** Employer Engagement Manager, **2** Corporate Development Manager, working closely with Directorate to enhance the Open University in Wales contribution to the widening access, employer engagement and collaborations agenda in Wales;
- **2** Policy and Public Affairs and **3** Marketing staff.
- Around **25** support staff, including Directorate Assistants, Associate Lecturer Services staff, and Support Services staff.
- As part of a major change initiative, the Cardiff office is also base for a UK wide Venue Management Team of **17**, which is responsible for venue procurement and management activities for tutorials, examinations and ad hoc meetings in the UK and Continental Europe.

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 has a Welsh Language Scheme and provides a bilingual service in its dealings with the public and its students. The University is committed to 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 works to develop further its work in the fields of widening access, employer engagement and partnership and collaboration activities, whilst providing a high quality learning experience for its students.

Staff are involved in planning and organising large-scale operations, using new technology to produce materials and information, and effective management of 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 operates within a framework of policies and procedures laid down by the University’s senior management and committees.

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 Open University in Wales, and on the University, please see The Open University in Wales’ website at [www.open.ac.uk/wales](http://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 Tracy Flynn, Manager, Student Recruitment and Support Services (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 2 August 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: | Tracy Flynn – Learner Support Manager, Student Recruitment and Support Services |
| The other members of the interview panel will be: | Alex Notcutt, Senior Adviser |
| | Gareth Davies, Educational Adviser |
| The interviews will take place on: | 14 August 2018 |
| The selection process for this post will include | a computer based test |

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.