## 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>14037</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Team Assistant</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Manager, ALSPD</td>
</tr>
<tr>
<td>Salary:</td>
<td>£22,214 –to £24,983</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial &amp; Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>GR5</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Fixed term to 31 July 2018</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 per week</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td><strong>26 October 2017 (12:00 noon)</strong></td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Long application form.</td>
</tr>
<tr>
<td></td>
<td>In addition to a completed application form you must provide a covering letter of up to 1000 words, outlining how you meet the criteria in the person specification. CVs will not be accepted. Please ensure that you provide relevant examples as evidence to support your statements.</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

This role is part of the ALSPD administrative hub which provides administrative support to the team managers (ALPSD) and to the work of the wider team.

Briefly the duties will include:

- providing secretarial support to the team managers;
- providing administrative support for Cross-Faculty and Faculty-specific, AL Staff Development Events
- arranging and supporting meetings;
- supporting elections for the Associate Lecturer Representative Structure
- office management duties;
- monitoring and responding to inbound email enquiries
- providing administrative support for the Associate Lecturers Development Fund, TutorHome, staff development records and the process of recruitment and selection of ALs to non-core roles
- monitoring operational budgets including checking and processing of Associate Lecturer claims for expenses and attendance allowances

The AL Support and Professional Development and AL Representation team is part of Access, Careers and Teaching Support (ACTS) within Academic Services and reports to the Assistant Director (Associate Lecturer Support and Professional Development).

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<tr>
<th>DUTIES</th>
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**Secretarial support**

1.1 Provides a range of administrative support for Cross-Faculty and Faculty Specific, AL staff development events.

1.2 Attends Cross-Faculty AL staff development events, providing support and assistance as per the duty manager’s rota;

1.3 Acts as first point of contact for Associate Lecturer enquiries and visits; deals with post and emails, identifying which items to action personally, which to forward to others and which require the addressee’s personal attention;

1.4 Has contact with a range of staff across the University, including AL managers, Faculties/Units, SRSCs and AL Services;

1.5 Manages the electronic diaries of team managers;

1.6 Deals with electronic or other correspondence as appropriate on behalf of the team;

1.7 Produces documents (letters, memos, papers, reports) and spreadsheets from a variety of sources; drafts letters, memos, minutes etc on own initiative or from minimal outline instructions;

1.8 Processes applications received to the AL Development Fund, performing basic eligibility checks and sending notifications to applicants;

1.9 Provides administrative support for the process to recruit and select ALs to non-core roles;

1.10 Maintains AL staff development records to reflect participation in a range of development training and ALDF funded activities;

1.11 Supports with the monitoring of the team VOICE Q , contributing to the efficient handling of enquiries.
and the provision of excellent customer service

**Meetings and elections**

2.1 Arranges meetings and appointments involving internal colleagues and Associate Lecturers.
2.2 Co-ordinates arrangements for Associate Lecturer meetings, workshops and events;
2.3 Liaises with external venues, books rooms and makes appropriate catering and hospitality arrangements;
2.4 Collates documents for electronic or hard copy distribution as appropriate;
2.5 Makes arrangements for suitable equipment to be in place for meetings and events; sets up this equipment and gives basic instructions on its use;
2.6 Attends Associate Lecturer Assembly, Executive and other meetings as appropriate, providing support where necessary;
2.7 Maintains electronic lists of constituencies, ensuring accuracy and consistency, and provides clerical support for the nomination and election process;

**Office Management**

3.1 Orders and authorises stationery and other supplies on behalf of the team; deals with telephone, furniture and equipment requirements;
3.2 Makes travel arrangements, including booking, travel tickets and accommodation for ALSPD team members and the AL Executive and Assembly members as appropriate;
3.3 Develops and maintains paper and electronic filing systems, archives and bring forward systems. Ensures that confidential documents are kept under secure conditions;

**Budgets**

4.1 Monitors ALSPD team budgets, including:
   - checking expenditure against budget using the University’s financial ledger system (FRODO);
   - resolving queries and discrepancies;
   - assisting manager with quarterly forecasts
   - ensuring manager is regularly advised about budget commitments and balances.
4.2 Checks and inputs Associate Lecturer expense claims for authorisation by the appropriate manager. These include claims for attendance allowances and travel & subsistence
4.3 Raises any queries directly with Associate Lecturers in accordance with audit and Academic Services requirements.

**Tutorhome and Website updates**

5.1 Supports the maintenance of TutorHome, updating page content and publishing news items as required using the OU Content management system and the CAMEL Message Initiator
5.2 Maintains ALSPD intranet and VLE websites, contributing to their development as appropriate.

NB The post-holder may be required to undertake any other duties which reasonably fit within the range of duties and responsibilities of this post. Any permanent changes will usually be made specific and included
in the Job Description.

All staff are expected to:

- comply with the University’s health and safety and equality and diversity policies in the performance of their duties
- 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.
- 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.
- have a strong commitment to the principles and practice of equality and diversity.
- abide by the requirements of the Data Protection legislation ensuring that all confidential documents and information are dealt with and stored appropriately.

3. Person specification

Requirements  (E = Essential/ D = Desirable)

Education, qualifications and training

GCSE grade C or equivalent standard of education, including English and Maths (E)

European Computer Driving Licence (ECDL) (D)

RSA Stage II typewriting/word processing or equivalent (D)

Knowledge, work and other relevant experience

Essential:

- Experience of providing secretarial/clerical support in a team environment.
- Good working knowledge of Microsoft Office or similar packages, including WORD, EXCEL, Outlook.
- Ability to monitor budgets in an accurate and timely way.
- Experience of using the internet.
- Ability to work well independently, within a small team, and within a distributed team.
- Excellent interpersonal skills including good written and oral communication skills.
- Excellent organisational skills.
- Ability to work on own initiative and exercise sound judgement.
- Customer-focussed approach.
- Ability to work under pressure and meet deadlines.
- Excellent attention to detail.

**Desirable:**
- Experience of updating websites e.g. Moodle
- Experience of using CIRCE, FRODO and OPUS

### Personal abilities and qualities

**Essential:**
- Flexible approach to work and willingness to embrace change.
- Commitment to continuous personal development.
- Willingness to take personal responsibility for own work, and to work with others to ensure continuous improvement.
- Empathy with the interests of Associate Lecturers.
- Discretion in dealing with personal and sensitive issues, both written and oral

**Desirable:**

### 4. Role specific requirements e.g. Shift working

Willingness to work occasional evenings and weekends (with overtime payment or time off in lieu), and to undertake occasional travel to other locations in the UK

### 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)
The 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

AL Support and Professional Development (ALSPD)
The team works with colleagues across regions and nations, faculties and programmes, to deliver resources, processes and systems to help support the work of ALs. It covers training and professional development for ALs, from appointment onwards as they develop expertise; it is responsible for a number of agreed University systems, procedures and frameworks relating to Associate Lecturers; it is a source of information, advice and guidance on working with Associate Lecturers, including how to consult with ALs, formally through their representative structures and informally through other communication structures.

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 Melanie Miller on 01908 655741 or email: melanie.miller@open.ac.uk

If you have any questions regarding the application process please contact Cheryl-Anne O'Toole on 01908 653516 or email: SS-STS-Recruitment@open.ac.uk

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>26 October 2017 (12:00 noon)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>The Open University</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Staffing &amp; Recruitment Support Assistant</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Academic Services</td>
</tr>
</tbody>
</table>
8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Melanie Miller, Senior Manager, ALSPD</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>Shortlisted candidates will be notified of panel members</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>Friday 10 November 2017</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>Further details on the selection process will be sent to shortlisted candidates.</td>
</tr>
</tbody>
</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 3 November 2017 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.