Job Description – Residential Schools and Auxiliary Aids and Services Assistant

About the role

This role is to provide support to students within the Residential Schools & Auxiliary Aids and Services team. The role will initially focus on one area of team activity, either residential schools or disability support, but may involve both activities at any point.

Key responsibilities

Residential Schools

- To deliver excellent customer service in response to enquiries about residential schools.
- To accurately and efficiently process student bookings onto residential schools.
- To accurately and efficiently process staff applications for residential school roles.
- To build excellent working relationships with networks of colleagues in the Central Academic Units (CAUs) and external venues in order to facilitate the timely and efficient running of residential school bookings and events.

Auxiliary Aids & Services

- To deliver excellent customer service in response to enquiries about additional adjustments to support students with disabilities, through auxiliary aids and services.
- To discuss and record the needs of students and to organise additional study support, and adjustments for additional requirements at tutorials and residential schools.
- To administer the equipment loan schemes to provide students with assistive software and technology in order to allow equal access to Open University courses.
- To build excellent working relationships with networks of colleagues in the Central Academic Units (CAUs), other student facing disability support offices, assistive technology suppliers and non-medical help providers, in order help the OU deliver its reasonable adjustment policy.
- Invoice matching and processing for payment.
- Monitors students’ academic status and ensure safe return of the loan equipment.

Skills and experience

Essential

- **Good communication skills** both oral and written: e.g. effective telephone techniques, use of plain English to explain policies and processes and the ability to write clearly, succinctly and correctly.
• **Flexibility** including adaptability to changing circumstances, duties, work practices and systems, with the ability to demonstrate a rapid understanding of newly presented information.

• **Good organisational skills** including the ability to cope with heavy workloads and repetitive tasks, and to meet deadlines, working productively and accurately in a high-pressure environment.

• **Team work** demonstrating an understanding of team working and the ability to work as part of a team.

• **Procedures and problem solving.** The ability to work with and follow documented information and procedures: using initiative in problem-solving, whilst recognising boundaries.

• **Numeracy, accuracy and attention to detail.**

• **Valuing each other** An understanding of Equal Opportunities issues and a commitment to equal opportunities and diversity.

Desirable

• An understanding or knowledge of Disabled Students Allowance (DSA) and the Equality Act 2010.

**How to apply**

To apply, please forward an application for employment form, your CV and covering letter which details in no more than 1,000 words, how you meet the requirements of the role, to resourcing-hub@open.ac.uk

For detailed information about how to apply please go to - [http://www.open.ac.uk/about/employment](http://www.open.ac.uk/about/employment) or contact the Resourcing Hub by telephone on +44 (0) 1908 655544 or by email to resourcing-hub@open.ac.uk quoting the reference number.

If you have questions about the particulars of the role, please contact Paul King on +44 (0) 1908 632325 or by email to paul.king@open.ac.uk