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>16027/16027</th>
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</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Online Services Administrator</td>
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<tr>
<td>Reports to:</td>
<td>Online Services Media Developer</td>
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<tr>
<td>Salary:</td>
<td>£27,025 - £32,236</td>
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<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>Grade 6</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>16027 - 1 X Fixed term post to 31 July 2020</td>
</tr>
<tr>
<td></td>
<td>16028 - 1X Fixed term post to 31 May 2021</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
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<tr>
<td>Closing date:</td>
<td>12 noon on 28th May 2019</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Standard application form</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>External candidates - Three references</td>
</tr>
<tr>
<td></td>
<td>Internal candidates – One reference (line manager)</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:Resourcing-hub@open.ac.uk">Resourcing-hub@open.ac.uk</a></td>
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</tbody>
</table>
2. Summary of duties

To maintain Virtual Learning Environment (VLE) websites for all users in conjunction with other stakeholders to agreed specification, time, quality and cost.

To control access and permissions for VLE website for all users in line with agreed specifications.

To provide second line support for VLE website users, resolving issues and queries in a timely manner to ensure the smooth running of the VLE websites, services and content.

Main responsibilities

1. Work on standard maintenance roll forward of module VLE websites including Residential Schools and module resit administration and support for non-faculty based websites to agreed workflow specification. Liaise with stakeholders to elicit relevant and accurate information about requirements, constraints and priorities.
2. Configure and deliver technical services that correctly match the given specification, schedules and service level; identify and take appropriate action to resolve any deviation from these.
3. Provide second line support to users and resolve student and staff VLE queries; responding within agreed time frames and with appropriate level of information; and liaising with stakeholders to resolve issues that need further input; escalate queries where appropriate.
4. Deal with requests to access VLE websites and services; applying appropriate permissions and undertaking some vetting procedures; maintain the permissions database.
5. Maintain and manage the Online Service folder area and mail box and carry out regular audit activities to comply with the Open University Data protection policy.
6. Build, maintain and enhance effective working relationships with all stakeholders, using a variety of communication channels to deliver effective outcomes, resolve issues, raise awareness and disseminate best practice.
7. Take responsibility for personal development activities in order to keep professional skills and knowledge up to date.

3. Person specification

Requirements (E = Essential/ D = Desirable)

Education, qualifications and training

- GCSE standard of education including C or above in English Language and Maths or equivalent. (E)
- High level IT user skills including Microsoft Office and experience in the use of IT systems in a technical administration role. (E)
- Pass certificate for the ECDL (European Computer Driving License) or equivalent. (D)

Knowledge, work and other relevant experience

Essential:
- Demonstrates a passion for creating great user experiences.
- Experience of working in a customer focused environment
- Experience of working in an IT environment.
### Desirable:
Experience of contemporary open and distance learning, educational technology, media production and learning environments.

Experience and knowledge of a Virtual Learning Environment (VLE) e.g. using the Moodle software package.

An understanding of the configuration of enterprise-level systems, preferably learning systems.

Knowledge and experience of providing accessible solutions for users with disabilities or special requirements.

Demonstrates a curiosity and passion for new technology and how it may apply to teaching and learning.

### Personal abilities and qualities

#### Essential:

**Communication skills:**
- Displays good oral and written skills.
- Listens, consults others and communicates proactively.
- Adapts communication style, medium and content to the needs of the target audience.
- Presents information with the technical level of the audience in mind.

**Problem solving:**
- Solves problems logically.
- Shows ability to deal with detail and also demonstrates an understanding of how an issue may be part of a much larger system.
- Escalates issues when appropriate to the Online Service Media Developer or Online Service Production Manager.

**Delivering excellent service:**
- Attentiveness to accuracy and detail even when under pressure.
- Excellent organisational skills, and ability to manage own workload and work on multiple tasks to multiple deadlines.
- Works in a systematic, methodical and ordered way.

**Working collaboratively and effectively as part of a team to deliver common objectives:**
- Applies specialist and detailed technical expertise.
- Proactively shares expertise and knowledge.
- Identifies opportunities for continuous improvement.
- Develops job knowledge and expertise through continued professional development.
Desirable:

4. Role specific requirements e.g. Shift working

N/A

5. About the unit/department

The Online Service team is part of the Development & Production (D&P) sub-unit in Learner Discovery Services (LDS), which has a £14m budget employing around 270 staff. We help to provide life-changing learning by collaborating to create, deliver, maintain and support course content for students across multiple formats and channels. We produce more than 150 new modules every year, alongside maintaining more than 400 existing modules and engaging in a range of other projects – all with the student learning experience at the heart of what we do.

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 email Robert.Barnes@open.ac.uk.

If you have any questions regarding the application process please email Resourcing-hub@open.ac.uk

7. The application process and where to send completed applications

Please ensure that your application reaches the University by: Midday on 28th May 2019

To be considered for this post, please ensure that you send a completed application form along with a covering letter and CV which includes a description of how you meet the criteria in the person specification.

Or e-mail your application to: Resourcing-hub@open.ac.uk

8. Selection process and date of interview

The interview panel will be chaired by: Robert Barnes, Online Services Production Manager
<table>
<thead>
<tr>
<th>The other members of the interview panel will be:</th>
<th>Ed Swithenby and Rachel Dell</th>
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<tbody>
<tr>
<td>The interviews will take place on:</td>
<td>W/C 10&lt;sup&gt;th&lt;/sup&gt; June 2019</td>
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<tr>
<td>The selection process for this post will include</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Applications received after the closing date will not be accepted.