Job Description – Team Assistant (Academic Support)

About the role

To provide flexible and timely administrative support to the School academic staff to ensure that all colleagues have the support required to fulfil their roles. You will also work with external partners, other university services and other staff in the Faculty as necessary to ensure that the full range of support can be provided.

Key responsibilities

- To provide proactive administrative and secretarial support within the School, as appropriate, working in conjunction with other members of the Academic Support Teams across the Faculty and wider University.

Activities include but are not limited to:

- General administrative support and daily operational guidance.
- Providing effective diary management.
- Maintaining filing systems in line with data protection (GDPR), retention and other policies.
- Drafting, preparing and circulating memoranda and other documents.
- Providing administration support with meeting arrangements and taking minutes at meetings.
- Arranging travel itineraries and visitor arrangements, checking logistics and ensuring suitable venues or accommodation have been booked as required, greeting visitors on site etc.
- Updating website content and email distribution lists as and when required, working in conjunction with colleagues in the Communications and Staffing Teams.
- Providing support across the three school support teams as directed by the Coordinator or Senior Manager.
- Working with the University’s Customer Relationship Management (CRM) system to support Academic and Management staff.
- Liaising with other personnel in the University on behalf of academic staff.
- Assisting with administrative aspects of the allocation of academic tutors to students
- Acting as a point of contact for enquiries from Associate Lecturers (ALs), internal staff and external contacts, using initiative to respond or refer on accordingly ensuring agreed timescales are met.
- Working with colleagues across the Academic Support Team and Research Team, including supporting efficient organisation of PhD students and preparations of the REF, ensuring documentation is prepared and supporting evidence is available.
- Supporting the organisation and delivery of conferences organised within the School, including venues, travel, accommodation, schedules and other support as required.
- Supporting the Coordinator the management of budgets, including maintaining up to date records, reconciling the budget management spreadsheet, contributing to quarterly forecasts, drafting budgets in support of conferences/projects and arranging for the payment of invoices using appropriate finance systems (training provided if necessary).
- Working collaboratively with colleagues in the Team and undertaking other duties as reasonably required by the Senior Manager (Academic Support) or the Co-ordinator (Academic Support).
Person Specification

Essential

• Good level of general education (GCSE/O-level equivalent).
• Experience of working effectively in a team, taking a positive approach to change and challenges, with the drive to ensure that high-quality service is provided and sharing knowledge appropriately.
• Experience of planning and organising your own workload and dealing with conflicting priorities; comfortable working under pressure and flexibly switching between tasks, often at short notice.
• Using initiative and discretion to action items requiring immediate attention, referring matters on to others as appropriate.
• Good oral and written communication skills, including writing minutes and experience of using a variety of communication methods.
• Ability to solve problems, using information from a variety of sources to aid analysis and make timely decisions, with high attention to detail and proven ability to be methodical and accurate.
• Excellent IT skills with a good working knowledge of Microsoft Office and experience of working with spreadsheets, database entry and manipulation, including an excellent understanding of financial procedures and processes.
• Ability to maintain electronic diaries of a team and experience of co-ordinating meetings, both internal and external.
• High levels of professionalism, with the ability to use absolute discretion, initiative, and personal judgement for dealing with the sensitive and confidential matters.
• Excellent interpersonal skills and the ability to work collaboratively, build good relationships and influence others.
• Demonstrable evidence of good practice in relation to equal opportunities and diversity.
• A motivated and proactive attitude, with a commitment to ongoing professional development.

Desirable

• NVQ Level 2 Administration or Customer Service.
• Possess a working knowledge of the Open University and its objectives.
• Experience of Higher Education, either as a student or through employment.

If you would like further details about the role before making an application then please email your query through to Resourcing-Hub@open.ac.uk quoting the reference number and job title or contact Georgia Waite, 01908 655 243.