Job Description – Team Assistant (Academic Support)

About the role
To provide flexible and timely administrative support to the School academic staff in order to ensure that all staff have the support required to fulfil their roles. You will also work with external partners and other university Services as necessary and others in the Faculty 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:
- Generalist administrative support
- Providing daily operational guidance.
- Providing effective diary management.
- Maintaining filing systems in line with data protection, retention and other policies.
- Drafting, preparing and circulating memoranda and other documents
- Taking minutes at meetings
- Providing support with meeting arrangements and administration
- Arranging travel with itineraries, checking logistics and ensuring suitable venues or accommodation has been booked as required.
- Assisting the Coordinator with inductions for new staff in the school/project as required.
- Opening, sorting and distributing correspondence
- Assisting with visitor arrangements, organising travel, arranging accommodation and if necessary, greeting them on site.
- 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.
- Assists with administrative aspects of the allocation of academic tutors to students
Using computer systems, acts as a point of contact for enquiries arriving by email, telephone and Associate Lecturers (ALs), internal staff, and external contacts. Uses initiative to respond or refer on accordingly to ensure agreed timescales are met.

Working with colleagues across the Academic Support Team and Research Team you may support research activities that include supporting the efficient organisation of PhD students, the preparations of the REF to ensure that 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.

Providing support to the Coordinator within the School in 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 with colleagues in the University as appropriate.

Working collaboratively with colleagues in the Team and undertake other such duties as may be reasonably required by the Senior Manager (Academic Support) or the Co-ordinator (Academic Support).

**Skills and experience**

**Education, Qualifications and training**

- Good level of general education (GCSE/O’level equivalent)
- RSA or equivalent standard of typing

**Desirable**

- NVQ Level 2 Administration or Customer Service

**Knowledge, work and other relevant experience**

- Experience of working effectively in a team, taking an innovative approach to change and challenges, and having the drive to ensure that a high quality service is provided, dealing with multiple tasks in parallel, and sharing knowledge appropriately.
- Experience of planning and organising one’s own work.
- Good written and oral communication skills and experience of using a variety of communication methods.
- Experience of organising meetings and writing minutes.
- Ability to solve problems, using information from a variety of sources to aid analysis and make timely decisions.
- Experience of working with spreadsheets, database entry and manipulation.
- Excellent understanding of financial procedures/processes and their rigorous application.
• Excellent IT skills along with a good working knowledge of Microsoft Office, particularly Word, Excel, PowerPoint and Outlook.
• Experience of providing a high-quality service to internal and external customers

Desirable
• Possess a working knowledge of the Open University and its objectives
• Knowledge and understanding of Open University’s Valued Ways of Working.
• Experience of higher education either as a student or through employment.

Personal abilities and qualities
• Trust and professionalism, with the ability to use absolute discretion, initiative and personal judgement for dealing with the sensitive and confidential matters which pass through the School.
• Excellent interpersonal skills and the ability to work collaboratively, build good relationships and influence others, using initiative and judgment in problem-solving
• Demonstrable evidence of good practice in relation to equal opportunities and diversity.
• A commitment to ongoing professional development.
• Commitment to excellent customer service.
• Ability to work to deadlines and prioritise tasks; using initiative and discretion to action items requiring immediate attention, referring matters on to others as appropriate.
• Ability to work with detailed procedures and a proven ability to be methodical and accurate in their work
• A responsible, flexible and reliable approach to work coupled with a motivated and proactive attitude, helping, supporting and where appropriate guiding colleagues.
• Ability to work effectively either alone or in a team, and comfortable with working under pressure and switching between tasks, often at short notice.
• Ability to maintain electronic diaries of a team in order to co-ordinate meetings both internal and external