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>13796</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Co-ordinator (Academic Support): School of Psychology</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Manager (Academic Support)</td>
</tr>
<tr>
<td>Salary:</td>
<td>£26,052 - £31,076 per annum according to qualifications and experience</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
</tr>
<tr>
<td>Grade:</td>
<td>Grade 6</td>
</tr>
<tr>
<td>Start Date:</td>
<td>01 September 2017</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours per week (full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td><strong>12:00 Midnight, 12 August 2017</strong></td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Long version</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Two</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Assistant (Staffing), email <a href="mailto:FASS-Recruitment@open.ac.uk">FASS-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
# 2. Summary of duties

## Purpose Statement

To support the organisation, co-ordination and day to day management of the School. Working closely with the Senior Manager (Academic Support) and managing and leading a team of support staff to ensure the School runs smoothly and efficiently.

To directly support the Senior Manager (Academic Support) in School-related planning and performance review, process and service improvements, undertaking project work in relation to this when required.

## Main responsibilities

1. Provides Personal Assistant support to the Head of School working with colleagues in the team, filtering calls, dealing with post, preparing papers for forthcoming meetings, diary management, staffing administration, identifying probationary periods, and working proactively, bringing items to their attention to support them in their role.

   Co-ordinates the provision (through the team) of personal assistant support to Directors of Teaching and other key management roles in the School.

   Co-ordinates provision by the team of support staff of a secretarial service to other academics and research staff in the Department.

   Under the guidance of the Senior Manager (Academic Support), is responsible for the organisation, co-ordination and day-to-day management of the School. The post holder is required to work proactively and be able to anticipate and propose solutions to ensure it runs smoothly and efficiently.

2. Line manager for Grade 5 support staff in the School. Responsible for support staff induction, workload planning, staff development, monitoring progress, performance management, performance appraisals and promoting valued ways of working. Liaises with Senior Manager (Academic Support) as appropriate.

3. Under direction of the Senior Manager (Academic Support), keeps up-to-date regarding training and development opportunities for support staff and mentoring opportunities.

   Holds regular one-to-one meetings with support staff in the team and ensures HR policy is followed with regards to their absence, performance, etc.

4. Works closely with the Research Team to support research activities which are devolved to the School and provides support for those tasks around Research Group activities which fall outside of those supported through the Research Team.

   Responsible for working closely with the Research Office and with other colleagues in the team in ensuring the efficient organisation of PhD student activities.

5. Works closely with the Finance Office to ensure School budgets are effectively managed and monitored.

   Advises the Head of School on current expenditure/commitments for the School budgets and meets regularly with them to provide updates.

   Responsible for maintaining up-to-date records of expenditure, logs future commitments and produces quarterly forecasts, prepayments and accruals against the School budgets, working with colleagues in the team as appropriate.

   Works with colleagues in the team as appropriate to ensure that purchase orders and catering requisitions are raised, travel and accommodation is arranged as necessary, liaison with IT regarding new equipment and checks receipts with expense claims, ensuring correct budget codes are used at all times.

   Responsible for ensuring that staff that the role-holder line manages are following correct financial procedures and highlighting any training requirements with the Faculty Finance Office.
Supports academic and research recruitment activities within the School, liaising with the Head of School, staffing team and panel members to complete the recruitment process, ensuring correct procedures are adhered to.

6 Supports the Senior Manager (Academic Support) in activities relating to staffing, facilities and accommodation, working in conjunction with colleagues in the staffing team:

- Implementing efficient systems for the recording of a variety of information relating to performance review completion, study leave, workload planning and performance management.
- Arranging for replacement office furniture, name plates and equipment as required
- Responsible for ordering keys and security ID for all categories of staff in their Schools
- Logs weekly absences for staff in their School and administers requests for study leave, adhering to correct procedures.
- Welcomes new staff to the School and briefs them on office systems, policies and procedures within the Faculty and University.

7 Services appropriate School meetings as required, working with colleagues in the team.
Oversees arranging and the organisation of meetings on and off campus.

8 Works closely with the Senior Manager (Academic Support) to support the production and implementation of the School Business Plan.

Directly supports the Senior Manager (Academic Support) in School-related planning and performance review, process and service improvements, undertaking project work in relation to this when required
Proactively works to improve the systems for supporting the activity of the School.

9 Works collaboratively with others in the Faculty support teams and makes an active contribution to the wider work of the Faculty.

Member of Faculty and University Groups as appropriate.

10 Undertakes other such duties within the Faculty as reasonably required.

3. Person specification

Requirements  (E = Essential/ D = Desirable)

<table>
<thead>
<tr>
<th>Education, qualifications and training</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Essential:</strong> A good standard of general education to A-level or equivalent, including English and Maths at GSCE/GCE level</td>
</tr>
<tr>
<td><strong>Desirable:</strong> A vocational qualification relevant to the role</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge, work and other relevant experience</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Essential:</strong></td>
</tr>
<tr>
<td>• Experience of working in a secretarial and administrative role</td>
</tr>
<tr>
<td>• Experience of organising work in a busy office and dealing with multiple tasks in parallel</td>
</tr>
</tbody>
</table>
- Experience of planning and organising one’s own work and that of others
- Experience of control and monitoring of budgets
- Experience of organising meetings and writing minutes.
- Experience of using Microsoft applications and University systems, such as Word, Excel, Outlook
- Experience of day-to-day supervision and line management of a team including appraising performance and staff development.
- Experience of reviewing, developing and implementing changes to existing processes and procedures

**Desirable:**
- Knowledge of a Faculty, to include department support and research related activities

**Personal abilities and qualities**

**Essential:**
- Effective communication skills (both written and oral), including the ability to write fluently and persuasively and in a style appropriate to the intended audience
- Ability to deal appropriately and sensitively with confidential information.
- Excellent interpersonal skills and the ability to build good relationships and influence others.
- The ability to lead and motivate a team
- Ability to be flexible, proactive and responsive to changing duties, while sometimes under considerable pressure and with challenging deadlines.
- Demonstrable ability to be an effective member of a team working in collaboration with colleagues, managers, and staff to ensure service excellence
- Evidence of the ability to solve problems, using information from a variety of sources to aid analysis, and make timely decisions.
- A commitment to ideals of The Open University, including Equal Opportunities issues

**Desirable:**
- A commitment to continuing personal development
- **Experience of leading a team through a significant change**

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

n/a

5. **About the unit/department**

**The Faculty of Arts and Social Sciences (FASS)**
The Faculty is the largest and most diverse at The Open University, with some 50,000 students studying our modules with excellent completion rates and consistently outstanding student satisfaction ratings. Noted for the strength of our interdisciplinary approaches, our scholars of international standing teach and research a very wide range of topics and themes in specific subject areas, recognized as world class or internationally excellent in the latest Research Excellence Framework (REF) in 2014, and having a direct and profound influence on our undergraduate and postgraduate teaching.

The Faculty is organised into four Schools:

- School of Psychology
- School of Politics, Philosophy, Economics, Development, Geography
- School of History, Religious Studies, Sociology, Social Policy & Criminology
- School of Art History, Classical Studies, English & Creative Writing, Music

Students are supported by three Student Support Teams. These teams offer specialist study support to students undertaking our qualifications across the University. Members of academic staff, including regional academics, form part of these teams in sustaining and improving student progression and retention.

The Faculty works closely with important organisations and institutions in the UK and other parts of the world in a range of validated partnerships and collaborations. Engaged in world-class, agenda setting research tackling the most difficult challenges facing us in the 21st Century, with work in numerous subject-based and interdisciplinary research groups and projects.

With c.1800 members of staff comprising academics, associate lecturers, support staff and full-time research students working across the locations of the University, combining originality and innovation in research and curriculum, the Faculty of Arts and Social Sciences is a vibrant and exciting place to study and work.

To find out more about the Faculty’s teaching, learning and research, please visit: [http://fass.open.ac.uk/](http://fass.open.ac.uk/)

The School of Psychology

The School of Psychology is Europe’s largest provider of university-level education in Psychology, offering undergraduate and research qualifications, and with taught postgraduate qualifications currently in development. The school has a vigorous research culture with strengths in psycho-social perspectives, counselling and forensic psychology. Our general orientation is specifically multi-perspectival and interdisciplinary and this is reflected in both our teaching and research - our students are not only versed in methodological skills, but also understand fundamental conceptual and philosophical issues in psychology, and the different ways in which psychological knowledge can be constructed and applied.

Members of the School work in close collaboration with psychologists in other Faculties including the Faculty of Wellbeing, Education and Language Studies (WELS), the Faculty of Business and Law (FBL) and the Faculty of Science, Technology, Engineering and Mathematics (STEM) in research, teaching and curriculum provision.

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 Carole Barnett via email: Carole.Barnett@open.ac.uk

If you have any questions regarding the application process please email: FASS-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><strong>12:00 Midnight, 12 August 2017</strong></th>
</tr>
</thead>
</table>
| Your Application should include | • A completed application Form (long version).
• A covering letter (no longer than three sides of A4 paper) outlining the skills and experience you would bring to this role and how you meet the person specification.
• **Applications received without a covering letter will not be considered** |
| Post it to: | See below |
| Name/Job title: | The Assistant (Staffing) |
| Department/Unit: | Faculty of Arts and Social Sciences |
| Address: | Room 140, Briggs Building, The Open University, Walton Hall, Milton Keynes |
| Post Code: | MK7 6AA |
| Or e-mail your application to: | FASS-Recruitment@open.ac.uk |

8. Selection process and date of interview

| The interview panel will be chaired by: | Carole Barnett, Senior Manager (Academic Support), School of Psychology, Faculty of Arts and Social Sciences. |
| The other members of the interview panel will be: | Amanda Ollier, Senior Manager (Academic Support), Faculty Of Arts and Social Sciences. Further panel members will be advised to candidates successful for interview. |
| The interviews will take place on: | Interviews to be held last week in September, first week October 2017. |
| The selection process for this post will include | A Pre-interview test and Interview. It is likely that there will be an opportunity to meet the Head of School which will be advised to candidates invited for interview. |

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. **Applications received after the closing date will not be accepted.**