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>14340</th>
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</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Governance Assistant</td>
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<tr>
<td>Reports to:</td>
<td>Governance Co-ordinator</td>
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<tr>
<td>Salary:</td>
<td>£22,214 – £24,983</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
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<tr>
<td>Grade</td>
<td>5</td>
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<tr>
<td>Duration of post:</td>
<td>Fixed term for 2 years</td>
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<tr>
<td>Working hours:</td>
<td>37 hours, Monday to Friday</td>
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<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
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<tr>
<td>Closing date:</td>
<td>Wednesday 14 February 2018 at noon</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Full version and covering letter</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Cathie Scanlan</td>
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</tbody>
</table>
2. Summary of duties

Purpose Statement

This full time professional support post in the Academic Policy and Governance Unit will assist the work of the Governance Team in the operation of the University’s system of governance and provide personal secretarial support to the Head of Governance.

Responsibilities include the production of committee documents to a high level of quality and accuracy, drafting correspondence, diary management, maintaining records management systems and making all logistical arrangements for meetings. The work involves contact with other areas of the University, with staff at all levels and individuals external to the University. Aspects of the work are highly confidential.

There is significant keyboard work, requiring the use of word processing and spreadsheet skills.

Main responsibilities

1 Committee Servicing/Support

- Using word processing and spreadsheet skills, produces committee documents for institutional level committees to a high standard using templates and styles, letters and office publications from manager drafts, including correspondence of a sensitive nature, working to tight deadlines. Maintains security by applying the University’s data encryption policy as appropriate.
- Using the University’s document management system, is responsible for the creation, management and maintenance of appropriate folder structures for organising the storage of those documents, including the application of appropriate metadata and permissions.
- Responsible for updating relevant sections of the Governance website and making documents available via the website from the document management system.
- Responsible for maintaining committee memberships and member information, inputting and updating memberships and member information as required. Creates and maintains associated permissions groups and email distribution lists as advised.
- Responsible for arranging committee meetings involving co-ordination of meeting dates, venues, equipment and hospitality where necessary. Records apologies and attendance records, disseminates relevant information and ensures appropriate documentation is made available.
- Responsible for the copying and distribution of papers relating to committee work liaising as appropriate with print and despatch services, publication to a secure website and notifying committee members of their electronic availability.
- Answers general enquiries received via telephone to the Governance Team telephone number and received in the Governance Team mailbox

2 Secretarial support

- Provides day to day support to the Head of Governance including personal diary management using Outlook calendar, proactive preparation of papers for meetings, planning and organising travel arrangements, answering telephone calls.
- Responsible for arranging meetings involving staff from across the University and externally, circulating dates, analysing replies for suitability, booking meeting rooms, equipment, travel and hospitality, drafting confirmation as appropriate.
- Supports the Head of Governance on highly confidential University Officer appointments, preparing and managing arrangements for the selection and payment of recruitment agencies, organising meeting and interview dates, preparing and distributing appropriate paperwork and supporting candidate visits requiring a high level of diplomacy and discretion.
3 Clerical support

- Supports a Grade 8 senior manager in managing the annual committee effectiveness review process providing assurance to the Senate on the University’s academic governance arrangements – end to end support from planning and delivery of online committee member surveys, provision of guidance/training to committee secretaries/support staff, collation of committee reports including KPI data for report to the Academic Quality and Governance Committee and ongoing review and process improvement.
- Provides support to a Grade 8 senior manager in organising the biennial meetings of the Committee Secretaries Networking Group including co-ordinating calendar invites, room booking, equipment and hospitality requirements, producing supporting documentation/presentations. Contributes to the promotion of governance best practice across professional support staff.
- Supports a Grade 8 senior manager in operating the committee business planning cycle updating documents for monthly meetings with the Vice-Chancellor and University Secretary and updating committee web pages.
- Assists a Grade 6 co-ordinator in monitoring governance expenditure against agreed budget lines, producing quarterly forecast reports for inclusion in the Unit’s submission to Finance.
- Maintains electronic filing systems for own work, managers in the team and their committees and for the Head of Governance, ensuring that confidential papers are kept secure.
- Supports other Governance Team projects or ad hoc pieces of work as required.

4 Exceptional Duties

Undertakes such other work as may be allocated by the Head of Governance as appropriate.

3. Person specification

Requirements  (E = Essential/ D = Desirable)

<table>
<thead>
<tr>
<th>Education, qualifications and training</th>
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<tr>
<td>A good standard of English language (GCSE Grade C standard or equivalent)</td>
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<table>
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<tr>
<th>Knowledge, work and other relevant experience</th>
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<tr>
<td><strong>Essential:</strong></td>
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<tr>
<td>Experience in a secretarial, clerical and/or administrative role</td>
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<td>Proficient in word-processing including a sound knowledge of Microsoft Word particularly the use of templates and styling in the production of documents.</td>
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<td>Experience of meeting and event administration</td>
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<tr>
<td>Proven computer literacy including the ability to use MS Word, MS Excel, MS PowerPoint at an intermediate/high level and MS Outlook at a high level.</td>
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<tr>
<td><strong>Desirable:</strong></td>
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<tr>
<td>Experience of using content management systems and/or databases.</td>
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<tr>
<td>Experience of web based applications and web editing e.g. Drupal, SharePoint</td>
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<tr>
<td>Experience of budget management and the raising and processing of purchase orders, invoices and payments.</td>
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**Personal abilities and qualities**

**Essential:**

- Ability to work in a team environment as well as a willingness to make an effective contribution to the wider Unit and the University as a whole.
- Ability to deal accurately with complex information and processes, have an eye for detail and be able to digest information quickly.
- Able to deal with highly sensitive and confidential information in a professional manner.
- Flexibility and the ability to adapt and respond to changing duties and work practices in a positive manner.
- Excellent inter-personal skills, demonstrating discretion, confidentiality and the ability to deal with a wide range of people at all levels.
- Proven ability to work effectively under pressure, prioritise tasks and manage the demands of a high volume of work with tight deadlines.
- Customer focused with excellent oral communication and written skills.
- Proactive, self-motivated and able to work independently exercising initiative and sound judgement.

**Desirable:**

- Willingness to learn new skills.

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

N/A

**5. About the unit/department**

**Academic Policy and Governance**

*Providing expert, professional services*

The Academic Policy and Governance unit provides **expert, student-centred** services for academic and student policy, standards and processes, and for institutional governance and regulatory compliance.

We work in a transparent, collaborative and reflective way and we are committed to the University's inclusive, innovative and responsive values.

The unit monitors the external regulatory environment, internal governance decisions and feedback from students, anticipating changes and needs and developing policy and processes in response.

The unit currently consists of the following teams:

- Director's Office
- Equality, Diversity & Information Rights
- Governance
- Quality Assurance and Curriculum Policy
- Student Casework
- Student Policy & Regulations
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 Dawn Turpin, Head of Governance on 01908 332963 or email: dawn.turpin@open.ac.uk

If you have any questions regarding the application process please contact APG-office@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>Noon on 14 February 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>You should enclose:</td>
<td>A covering letter, clearly indicating how you believe you meet the person specification. Please ensure you provide relevant examples as evidence to support your statement on no more than two sides of A4.</td>
</tr>
<tr>
<td></td>
<td>Your completed application form (long version).</td>
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</tbody>
</table>

Post it to: Cathie Scanlan
Name/Job title: Office Manager
Department/Unit: Academic Policy & Governance
Address: Room 221 Charles Pinfold, The Open University, Walton Hall, Milton Keynes
Post Code: MK7 6AA
Or e-mail your application to: APG-office@open.ac.uk

8. Selection process and date of interview

The interview panel will be chaired by: Amy King, Senior Business Manager
The other members of the interview panel will be: Jenny James, Manager Governance
Sally Medway, Equality and Information Rights Manager
The interviews will take place on: End of February 2018
The selection process for this post will include: An interview and assessment

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.