**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>14515</th>
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</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Co-ordinator, ACQ Directorate Services</td>
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<tr>
<td>Reports to:</td>
<td>Manager, ACQ Directorate Services</td>
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<tr>
<td>Salary:</td>
<td>£22,214 to £24,983 (pro rata)</td>
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<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
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<tr>
<td>Grade</td>
<td>G5</td>
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<tr>
<td>Duration of post:</td>
<td>Fixed Term Contract for 12 months</td>
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<tr>
<td>Working hours:</td>
<td>37 Hours or part-time to a minimum of 30 hours will be considered</td>
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<tr>
<td>Location:</td>
<td>Milton Keynes</td>
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<tr>
<td>Closing date:</td>
<td>12 noon on 12 March 2018</td>
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</table>
| Type of application form accepted: | • Open University Full Application Form where you should detail how your skills and experience meet the criteria listed in the person specification.  
• A covering letter (No more than 2 sides A4) setting out why you are interested in this vacancy and how your skills meet the person specification. **Applications received without a covering letter will not be considered.** |
| Number of referees required: | Two |
| Unit recruitment contact: | Pauline Byrne |
2. Summary of duties

**Purpose Statement:**
This role provides a personal assistance service to the Assistant Director, Policy and Assistant Director, Operations within Assessment, Credit and Qualifications and assists in the day-to-day administration of the ACQ Directorate Services Office. The role supports the Directorate Services management team in the delivery of a range of activities related to the overall management and administration of Assessment, Credit and Qualifications.

The Co-ordinator, Directorate Services is responsible for the day-to-day management of the electronic diary and business movements of the Assistant Director, Policy and Assistant Director, Operations in ACQ maintaining the communication channels and administration of documentation to support the Assistant Directors in the undertaking of their duties.

The Co-ordinator, Directorate Services will have responsibility for supporting the efficient undertaking of core HE compliance activities that support all students, providing direct support to activities associated with the formal ratification of module results and award classification including assistance in scheduling, processing and progressing activities in support of the Module Results Approval and Qualification Classification Panel and support for the formal University approval of OU Validated provision results.

The Co-ordinator, Directorate Services will work closely with the PA to Director and work in collaboration to support them in the undertaking of their duties, providing cover as required.

**Main responsibilities:**

- In consultation with the Assistant Director, Policy and the Assistant Director, Operations, manage the day-to-day administration of the Assistant Director diaries and co-ordinate associated papers in connection with business commitments and planning logistics for meetings including planning and organising travel arrangements.

- Provide Personal Assistance to the Assistant Directors, writing drafts of letters, memoranda and general correspondence as required and arranging the circulation of documents for information and comments, coordinating responses as appropriate and taking responsibility for ensuring associated circulation lists are kept up to date.

- Oversee procurement activities for the sub-unit, raising purchase orders, requisitions and reconciling orders.

- Support the Head of Directorate Services in the collection of statistical information for Higher Education Statistics Agency (HESA) regarding categories of University staff.

- Assist the Head of Directorate Services in the co-ordination and collection of information in support of the financial forecasts and budget planning activities.

- Provide support to the Assistant Directors, ACQ in processing matters for their attention including escalating papers, reports and matters for their approval as appropriate.

- Support the Manager, Directorate Services with regards to sub-unit event management, estates liaison and co-ordination.

- Provide effective and accurate advice to colleagues and students to answer queries received within the Directorate Office, redirecting calls as appropriate.

- To provide direct support to activities associated with the formal ratification of module results and award classification including assistance in scheduling, processing and progressing activities in support of the Module Results Approval and Qualification Classification Panel and support for the formal University approval of OU Validated provision results.
• To support the collaboration and regular reporting of core ACQ Management Information including the ACQ Dashboard and associated Key Performance Indicators.

• Contribute to identifying and implementing continuous improvement in service delivery to internal and external customers and maintaining agreed service standards.

• Use systems and processes effectively to support delivery of services to internal and external customers.

• Contribute to building a flexible culture within the sub-unit, supporting colleagues on a range of activities.

• Be aware of KPIs and quality standards, and work in a way that supports them and helps achieve targets.

• Develop and maintain effective relationships with colleagues across the University, passing on information promptly to ensure co-ordination of effort.

• Maintain a good knowledge of relevant OU policy and procedures.

• Undertake such duties as required by ACQ senior management.

3. Person specification

Requirements

Education, qualifications and training

Essential: English and Mathematics to O level/GCSE grade ‘C’ standard (or equivalent)

Desirable: NVQ level 3 in Customer Service (or equivalent)

European Computer Driving Licence.

RSA Stage 11 Typing or equivalent experience

Formal secretarial qualifications

Knowledge, work and other relevant experience

Essential: Previous clerical and IT experience including using Outlook, Word, Excel

Experience of providing information, advice and guidance

Evidence of collaborative working across team boundaries

Desirable: Knowledge of OU systems including CIRCE, VOICE, PIMs, FRODO

Experience of monitoring workloads and key performance indicators

Skills, Capabilities and Qualities

Essential: An appreciation of the need for strict confidentiality, and to maintain high standards of security

Ability to learn a variety of IT packages

Willingness and ability to respond flexibly to meet the needs of the customer and operation

Excellent interpersonal skills including an ability to communicate to a good standard orally and in writing
Experience working as part of a team towards a common goal  
Willingness to take personal responsibility for getting things done  
Willingness and ability to work independently, on own initiative where appropriate  
Good organisational and prioritisation skills  
Ability to pay attention to detail and to maintain accurate records  
Ability to work under pressure and to deadlines

4. Role specific requirements e.g. Shift working

None

5. About the unit/department

ACADEMIC SERVICES
The most crucial interactions and relationships with registered students are managed through Academic Services, working in collaboration with colleagues in the University, and in particular those in central academic units. More than 900 staff are employed by the unit at or through:
  - Four central sub-units based at Walton Hall, Milton Keynes:
    - Access, Careers and Teaching Support
    - Assessment, Credit and Qualifications
    - Student Support
    - Office of the Director, Academic Services
  - Three National Centres based in Scotland, Wales, Ireland
  - Four Student Recruitment and Support Centres

Academic Services is led by the Director of Academic Services who reports to the University Secretary.

ASSESSMENT, CREDIT AND QUALIFICATIONS (ACQ) – WITHIN ACADEMIC SERVICES
Assessment, Credit & Qualifications (ACQ) is one of the four functional central units in Academic Services, it is based at the Centre (Walton Hall campus in Milton Keynes) and consists of around 120 staff and operates on an annual budget of around £10.7 million. The Director of ACQ is responsible to the Director of Academic Services for the leadership and management of all activity associated with assessment, credit and qualifications, which currently operates across 5 locations.

Policy
Led by the Assistant Director, Policy, this section is responsible for the effective fulfilment of assessment and qualification related policies, procedures and design, taking account of Governance approval and Quality Assurance requirements. The Policy section comprises of four centres:

  - Data and Systems
  - Policy Exceptions and Academic Conduct
  - Policy Advice and Committee Support
  - Communications and Planning.

Operations
Led by the Assistant Director, Operations, this section fulfils responsibilities related to assessment and qualifications, incorporating operational planning, assessment and results processing, verification and
conferment of qualifications, ceremonies organisation and services that support the provision of advice on qualification progression. The Operations section comprises of four centres:

- Assessment Processing
- Operations Planning and Results
- Qualifications
- Ceremonies.

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 Pauline Byrne on 01908 653782 or email: pauline.byrne@open.ac.uk.

If you have any questions regarding the application process please email: SS-ACQ-Recruit-UAP@open.ac.uk.

7. The application process and where to send completed applications

| Please ensure that your application reaches the University by: | 12 noon on 12 March 2018 |
| Post it to: | Pauline Byrne |
| Name/Job title: | Manager, Directorate Services |
| Department/Unit: | Assessment, Credit and Qualifications |
| Address: | The Open University Joe Clinch Building Hammerwood Gate Kents Hill Milton Keynes |
| Post Code: | MK7 6BY |
| Or e-mail your application to: | SS-ACQ-Recruit-UAP@open.ac.uk |

8. Selection process and date of interview

| The interview panel will be chaired by: | Pauline Byrne |
| The other members of the interview panel will be: | tbc |
| The interviews will take place on: | Interviews will take place during week commencing 19 March 2018 |
The selection process for this post will include

| 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.