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>14531</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Assistant, Operations, Planning and Results</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Co-ordinator, Operations, Planning and Results</td>
</tr>
<tr>
<td>Salary:</td>
<td>£19,305 - £21,585</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Support Staff</td>
</tr>
<tr>
<td>Grade</td>
<td>G4</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Temporary contract until 30th November 2019</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours per week</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12 noon 3 April 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 one A4) setting out why you are interested in this vacancy and how your skills make you a suitable candidate. **Applications received without a covering letter will not be considered.**

<table>
<thead>
<tr>
<th>Number of referees required:</th>
<th>Two</th>
</tr>
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<tbody>
<tr>
<td>Unit recruitment contact:</td>
<td>Julie Cheah</td>
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</table>
2. Summary of duties

To provide clerical support to the Exams Coordinator in respect of tasks relating to the arrangements for exams and invigilation.

Tasks you will be asked to complete may include: exam centre preparation, student allocation, student identity checks, invigilation support and administration, support in making individual exam arrangements for BFPO, offender learners, viva voce exams and individual student exams.

Main responsibilities:

- Assist in the production of schedules and meeting arrangements for assessment related activities, providing advice and guidance to colleagues throughout the University.
- Assist in preparation and distribution of assessment related materials, including exam centre documents, marking and award documents, result notifications and certificates.
- Assist in the maintenance of student and University assessment records using IT systems securely, accurately and in line with quality standards. Support arrangements for individual student exams, including non-established centre and Viva Voce exams.
- Assist in the delivery of assessment arrangements for students throughout the UK, internationally and on an individual student basis.
- Assist in the provision of timely and accurate information about assessment related activities to ACQ and OU colleagues.
- Support Exams Coordinator in recruitment and training of invigilators and provide support for queries from invigilators.
- Send mailings, use online systems and complete document checks as directed.
- Handle telephone and email queries from staff and students on a range of exam and invigilation matters.
- Provide general clerical assistance as directed.

3. Person specification

Requirements

<table>
<thead>
<tr>
<th>Education, qualifications and training</th>
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<tbody>
<tr>
<td>Essential: A good general level of education, including GCSE (or equivalent) in Mathematics and English (grades A-C).</td>
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</table>
## Knowledge, work and other relevant experience

### Essential:

**IT Skills**
- IT experience including using Outlook, Word, Excel and Access.
- Experience of using IT to complete everyday tasks.

**Delivering Customer Satisfaction**
- Excellent interpersonal skills; written communication, face-to-face and telephone.
- Customer-focused approach.
- Ability to maintain strict confidentiality, and high standards of security.

**Supporting Innovation and Change**
- Ability and willingness to adapt to changing working practices.
- Ability and willingness to suggest new improved ways of doing things.

### Desirable:

**IT Skills**
- Knowledge of CIRCE, VOICE, ADAR and OU systems.

**Delivering Customer Satisfaction**
- Experience of communicating with a wide range of people by telephone and in writing.
- Experience of working in a confidential and secure environment.

**Supporting Innovation and Change**
- Experience of working in an environment of change.

## Personal abilities and qualities

### Essential:

**Working Collaboratively**
- A positive attitude and approach.
- Ability to commit to the achievement of the team and team goals.
- Willing to be an active member of the team.

**Delivering Results**
- Ability to undertake high volumes of routine tasks.
- Take personal responsibility for tasks.
- Ability to pay attention to detail and to maintain accurate records.
- Willing to take direction.

**Other**
- Ability to lift boxes and push trolleys.
- Ability and willingness to work some weekends and late nights.

### Desirable

**Working Collaboratively**
- Experience of working as part of a team, and independently.

**Delivering Results**
- Aptitude for problem solving.
- Ability to work under pressure and to tight deadlines.
Ability to use own judgement and initiative to organise own workload.

Other
- Evidence of geographical knowledge.
- Evident of knowledge of world affairs.

4. Role specific requirements e.g. Shift working

There will be an occasional requirement to work some weekends and some late evenings.

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
- Six English locations (soon to transition to 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 125 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, Systems and Vocational Qualifications
- 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
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 Jody Houghton on 01908 332946 or email: jody.houghton@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 3 April 2018 |
| Post it to: | Julie Cheah |
| Name/Job title: | ACQ Recruitment Coordinator |
| 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: | Natalie Billington, Manager, Operations, Planning and Results |
| The other members of the interview panel will be: | Derek Mathieson, Manager, Operations, Planning and Results |
| | Andy Carron, Manager, Operations, Planning and Results |
| The interviews will take place on: | Interviews will take place during week commencing 9 April 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.