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>14562</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Adviser, Qualifications</td>
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<tr>
<td>Reports to:</td>
<td>Manager, Qualifications Centre</td>
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<tr>
<td>Salary:</td>
<td>£22,214 – £24,983</td>
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<td>Terms and conditions:</td>
<td>Support Staff</td>
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<tr>
<td>Grade</td>
<td>G5</td>
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<tr>
<td>Duration of post:</td>
<td>Temporary contract until 31 March 2019</td>
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<tr>
<td>Working hours:</td>
<td>18.5 Hours per week</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 19 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 1 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.** |
| Number of referees required: | Two |
| Unit recruitment contact: | Julie Cheah |
2. Summary of duties

The role holder will be responsible for a number of tasks in the Qualifications Centre including qualification identification and completion, student qualification record maintenance and certification of OU awards. Activities vary through the year and will be determined by workflow through the centre and the cycle of events through the academic year.

You will provide specialist information, advice and guidance to students and colleagues in other areas of the University by telephone and email. You will have responsibility for the completion of a range of specialised activities related to the award of OU qualifications including collaborative teaching schemes and the production and dispatch of certificates.

These tasks are complex, requiring the use of specialist computer software and liaison with others outside the Centre. You may be required to occasionally work weekends when workload demands are high.

Main responsibilities:

1. Provide information advice and guidance on qualification requirements and regulations to students, colleagues and third parties.
2. Process qualification acceptance requests.
3. Update student qualification records in line with agreed university policies.
4. Interrogate curriculum data base systems to inform student qualification assessment.
5. Create and maintain documentation relating to the conferment of qualifications, take payments and dispatch duplicate certificates and manage stocks of certificate stationery.
6. Contribute to identifying and implementing continuous improvement in service delivery to internal and external customers and maintaining agreed service standards.
7. Use systems and processes effectively to support delivery of services to internal and external customers.
8. Contribute to building a flexible culture within the sub-unit.
9. Be aware of KPIs and quality standards, and work in a way that supports them.
10. Develop and maintain effective relationships with colleagues across the University, passing on information promptly to ensure co-ordination of effort.
11. Maintain a good knowledge of relevant OU policy and procedures.
12. Undertake such duties as required by ACQ senior management.

3. Person specification

Requirements

<table>
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<tr>
<th>Education, qualifications and training</th>
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<tr>
<td><strong>Essential:</strong> A good general level of education, including GCSE (or equivalent) in Mathematics and English (grades A-C).</td>
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<tr>
<td><strong>Desirable:</strong> European Computer Driving Licence (ECDL). Customer Service/Advice and Guidance related NVQ or similar.</td>
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</table>
Knowledge, work and other relevant experience

**Essential:**
- Experience of providing advice and guidance to customers via telephone, email or letter.
- Experience of responding to complex and diverse queries, using a wide range of information sources.
- Experience of working with confidential information.
- Ability to work within agreed service levels.
- Ability to work under pressure and to tight deadlines.
- Excellent interpersonal and communication skills.
- Ability to follow complex processes and procedures.
- Able to use initiative to resolve problems and exercise judgment whilst recognising boundaries.

**Desirable:**
- Experience of working in a contact centre environment.
- Knowledge of the higher education sector.
- Specific knowledge of the structures, completion rules and regulations of OU taught qualifications.

**Personal abilities and qualities**

**Essential:**
- A flexible approach to working with a positive “can-do attitude”.
- Good communication skills: both oral and written, with effective telephone techniques and the ability to explain policy and process and to write clear, succinct correspondence in plain English.
- Experience of team working and the ability to work effectively as part of a team.
- An adaptable and responsive team member with the resilience to work in a changing and busy environment and the ability and willingness to adapt to changing working practices.
- Strong IT skills: including use of standard Microsoft Office packages, and the ability to learn to use a range of in-house and commercial systems.
- Commitment to own personal/professional development.
- An understanding of Equal Opportunities (EO) issues and a commitment to equal opportunities and diversity.
- Ability to manage personal records with an appropriate understanding and application of data protection issues.

4. Role specific requirements e.g. Shift working

The role holder will be working as part of a busy team and will be required to work to an agreed pattern, between the hours of 09:00 – 17:30 Monday to Friday.

Please note that leave may be restricted during peak workload periods subject to annual schedules.
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.

Academic Services employs approximately 900 staff and is led by the Director of Academic Services who reports to the University Secretary and is organised as follows:

Five units based at Walton Hall, Milton Keynes, Manchester and Nottingham

- Assessment, Credit and Qualifications
- Student Recruitment and Fees
- Access, Careers and Teaching Support
- Student Support
- Office of Director, Academic Services

Along with three National Centres based in Scotland, Wales, Ireland.

#### 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 and Systems Centre
- 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 Lisa Carpenter on 01908 652555 or email: lisa.carpenter@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 19 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: | Karen Abrahams, Manager, Qualifications, Operations |
| The other members of the interview panel will be: | Lisa Carpenter, Manager, Qualifications, Operations |
| | Rachel Parker, Senior Co-ordinator, Question Paper Production, Data and Systems |
| The interviews will take place on: | During week commencing 14 May 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.