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>14810</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Senior AL Services Assistant</td>
</tr>
<tr>
<td>Reports to:</td>
<td>AL Services Co-ordinator</td>
</tr>
<tr>
<td>Salary:</td>
<td>£22,214 - £24,983 pro rata</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>G5</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Temporary Contract (12 months)</td>
</tr>
<tr>
<td>Working hours:</td>
<td>18.5</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12 July 2018 (12:00 noon)</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Long application form. In addition to a completed application form you must provide a covering letter of up to 1000 words, outlining how you meet the criteria in the person specification. CVs will not be accepted without an application form. Please ensure that you provide relevant examples as evidence to support your statements.</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:SS-STS-Recruitment@open.ac.uk">SS-STS-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

Working as part of the integrated UK-wide Associate Lecturer (AL) Services team, you will be responsible for delivering processes and procedures associated with AL Services activities to required quality standards. You will also be responsible for the provision of related services to aligned AL Services teams in Student Recruitment and Support Centres (SRSCs) and National centres, staff in faculties and to ALs.

The principal duties include;

- Supporting ALs with disabilities through reasonable adjustments, processing and coordinating Access to Work equipment requests.
- Providing advice to module teams on the schedule for advertising planned AL vacancies and alternative methods for non-standard AL recruitment.
- Coordinating and delivering a range of services to Associate Lecturers on issues relating to their employment.
- Responding to requests for information from ALs, AL Services staff and faculty staff, using a combination of the University’s business support systems, as appropriate.
- Maintaining the AL Services intranet pages and employment related pages on TutorHome.
- Working with AL Services teams to implement system and procedural changes.

The main responsibilities include;

**Contractual communication with ALs**

- Coordinating the procedures to identify ALs teaching on modules in their last presentation and to despatch the email advising them of their contractual situation that their module is ending (TR1 notification). Initiating and sending the second stage notification (TR2) and following up with AL Services teams as appropriate.
- Coordinating the processes to amend AL appointment records and to notify ALs as a result of changes to the modules they are teaching. Changes may include the extension or reduction of module life or changes to the module presentation pattern.
- Coordinating the processes to identify ALs who hold single presentation appointments and notify them of their contractual situation.
- Processing claims for ALs who are unable to use the Smart Employee Eyecare scheme to provide free eye tests.
- Supporting faculties and other areas of the university to raise ad hoc contracts as required.

**Services to ALs**

- Responding to requests for information from ALs, and other staff in support of ALs, AL Services staff and faculty staff, using the University’s customer relationship system (VOICE) a combination of the University’s business support systems, as appropriate.
- Assisting with the maintenance of the AL recruitment website and responding to queries from staff in faculties or AL Services in SRSCs / Nations and from ALs.
- Identifying ALs who are eligible for Long Service Awards and working with Human Resources department to organise certificates and book tokens and communicate to ALs and AL Services staff in SRSCs/ Nations.
- Working with OU Security staff to process requests for AL Staff ID cards.

**Maintenance of online information**

- Checking and posting information and notifications to be posted on the AL Services intranet pages
- Checking and posting AL employment information to TutorHome.
Management Information

- Providing basic management information for a range of purposes and stakeholders as required.
- Supporting the AL Services Manager with maintaining AL HESA records, carrying out quarterly data checks, and responsible for improving data quality for the annual HESA report by gathering data directly from ALs and other higher education providers.
- Supporting AL Services Manager with collection of AL data for equality and diversity reporting.

Disabled AL support

- Supporting disabled ALs through reasonable adjustments, processing and coordinating Access to Work equipment requests.
- Liaising with ALs, HR and other stakeholders to support ALs with disabilities with reasonable adjustments and the Access to work process.

AL Recruitment

- Responsible for maintaining the AL recruitment website and ensuring that general site content remains accurate and up to date.
- Working closely with AL Services staff in SRSCs and Nations to monitor vacancy information and ensure that information is removed once the close date has expired.
- Coordinating the annual schedule of planned recruitment periods and ensuring information is communicated to AL Services staff in SRSCs and Nations and to faculty staff.
- Providing advice to module teams on planned AL recruitment, advising on alternative methods of recruitment and the procedure to follow when external recruitment may be required.

3. Person specification

<table>
<thead>
<tr>
<th>Education, qualifications and training</th>
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**Essential**

- A good standard of general education to GCSE Grade C level or above (or equivalent) including Maths and English.

**Desirable**

- Minimum of 2 A Levels or equivalent qualifications or experience.

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<tr>
<th>Knowledge, work and other relevant experience</th>
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**Essential:**

- Experience of working as part of a team and proactively helping others.
- Experience of working in a customer service environment.
- Knowledge of and commitment to equality and diversity policy and practice.

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<tr>
<th>Personal abilities and qualities</th>
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### Essential:
- Ability to use initiative to deal with non-standard issues.
- Ability to work flexibly and effectively as part of a distributed team.
- A ‘can do’ approach to work and a proactive and positive approach to change.
- Willingness to take ownership of and resolve problems.
- The use of tact and diplomacy in dealing with difficult situations.
- Ability to work under pressure and to meet deadlines.

### Skills and capabilities

#### Essential:
- Excellent interpersonal and communication skills with the ability to work with people at all levels, both internal and external.
- A demonstrable commitment to continuing personal and professional development.
- Good numeracy skills with the ability to work quickly and accurately.
- Ability to deal with complex information and procedures.
- Excellent planning and organisational skills.
- Confident ICT skills including a high level of competence in Microsoft Word, Excel and Outlook, the willingness to learn new IT systems, and the ability to use communication technologies for working at a distance.
- Ability to use and interrogate complex databases.

#### Desirable:
- Ability to supervise staff.

### 4. Role specific requirements e.g. Shift working
- Willingness to occasionally work unsocial hours and to travel to other University locations.
- Willingness to work flexibly to meet the needs and demands of the business.
- Willingness to work the required hours ideally over 4 days (this can be discussed at interview).

### 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.
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 Stephanie Appleton on telephone number 01908 655989 or email: stephanie.appleton@open.ac.uk

If you have any questions regarding the application process please contact Cheryl-Anne O’Toole on telephone number (0)1908 653516 or email: SS-STS-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>12 July 2018 (12:00 noon)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>The Open University</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Staffing &amp; Recruitment Support Team (ACTS and Student Support)</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Academic Services</td>
</tr>
<tr>
<td>Address:</td>
<td>Frank Henshaw Building</td>
</tr>
<tr>
<td></td>
<td>Hammerwood Gate</td>
</tr>
<tr>
<td></td>
<td>Kents Hill</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6BY</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:SS-STS-Recruitment@open.ac.uk">SS-STS-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
8. Selection process and date of interview

| The interview panel will be chaired by: | Stephanie Appleton |
| The other members of the interview panel will be: | Angela Skinner  
Jason Fawkes |
| The interviews will take place on: | Week Commencing 23rd July 2018 |
| The selection process for this post will include | A pre-interview activity |

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.

If you do not hear from us by **20 July 2018** you should assume that you have not been shortlisted for interview but we do thank you for your interest.

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