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>14964/15227</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Administrative Assistant (2 posts)</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior AL Services Assistant or AL Services Coordinator</td>
</tr>
<tr>
<td>Salary:</td>
<td>£19,730 - £22,017</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Secretarial and Clerical</td>
</tr>
<tr>
<td>Grade</td>
<td>GR4</td>
</tr>
</tbody>
</table>
| Duration of post:       | 14964 - Fixed Term Contract until 31 July 2019  
                          | 15227 – Permanent position |
| Working hours:          | 37 |
| Location:               | Milton Keynes |
| Closing date:           | Midday on Sunday, 25 November 2018 |
| Type of application form accepted: | Long application form. |

In addition to a completed application form you must provide a covering letter outlining how you meet the criteria in the person specification. This is an important element of the application process. Please ensure that you provide relevant examples as evidence to support your statements. **CVs will not be accepted without an application form.**

| Number of referees required: | 2 |
| Unit recruitment contact:    | SS-STS-Recruitment@open.ac.uk |
2. Summary of duties

The role holder supports all processes and procedures associated with a range of AL Services activities to required quality standards and the provision of associated services to faculty/CAU staff.

- Supporting the recruitment and appointment of Associate Lecturers.
- Supporting the Tutor Student Allocation process.
- Supporting tutorial timetabling and study events.
- Providing support for staff development processes and local Associate Lecturers staff development events as required.
- Processing of Associate Lecturer payments and expense claims.
- Processing of a range of other Associate Lecturer contracts.
- Providing support services to CAU staff in the relevant SST.

Main Duties

1. Associate Lecturer recruitment. As required:
   - Processing application forms, recording on database and arranging for them to be scanned and stored electronically.
   - Dealing with enquiries from potential applicants.
   - Advising faculty staff on Associate Lecturer recruitment deadlines and procedures.
   - In consultation with Senior AL Services Assistant/ AL Services Coordinator and faculty staff: running long lists in report and final mode.
   - As appropriate, liaising with faculty staff making arrangements for Associate Lecturer interviews
   - Requesting and receiving references.
   - Recording all stages of the process on the electronic system.

2. Associate Lecturer appointments. As required:
   - Ensuring appointment recommendation forms are authorised by the AL Services Manager.
   - Creating the appointment and updating the appointment record.
   - Setting up mentoring arrangements in liaison with the Staff Tutor.
   - Ensuring that all appointment documentation is dealt with appropriately and probation and induction records are correct.

3. Associate Lecturer employment. As required:
   - Making arrangements for Associate Lecturer Career Development and Staff Appraisal (CDSA) meetings with line managers.
   - Recording on the database of tutorial visits made by the line manager.
   - Maintaining records across a range of IT systems.
   - Where appropriate keeping a log of TMA monitoring and tutorial attendance by students.
   - Under the direction of the AL Services Manager dispatching formal correspondence relating to potential redundancy or loss of duties.
   - Acknowledging Associate Lecturer resignations and collecting data on destinations of leavers.
• Acknowledging Associate Lecturer personal leave of absence where this has been authorised by AL Services Manager.
• Processing eye test vouchers.

4. Tutor (Associate Lecturer) Student allocation. As required:
   • Creating allocation groups (of students to tutors).
   • Attaching appointments to allocation groups.
   • Monitoring unallocated students and ensuring that they are dealt with.
   • Liaising with Associate Lecturers about agreed additional tutorial support.
   • Informing students of any permanent or temporary changes to their tutor allocation.

5. Tutorial timetabling and events. As required
   • Booking rooms and equipment at venues.
   • Making tutorial bookings on OU IT systems.
   • Publishing final time tables.
   • Booking inter-regional venues.
   • Liaising with Associate Lecturers regarding draft and final tutorial time tables.
   • Making tutorial arrangements for students with additional requirements.
   • Making agreed amendments to bookings and time tables.
   • Contacting students when a tutorial is cancelled or re-scheduled and the Associate Lecturer is unable to do so.
   • Providing support for setting up Day Schools, including booking rooms and feedback forms.
   • Setting up telephone/video/online tutorials as required.
   • Entering relevant tutorial bookings on the Resource Scheduler or local equivalent.
   • Liaising with Support Services or equivalent on budget expenditure.

6. Associate Lecturer staff development. As required:
   • Liaising with Associate Lecturer Support and Professional Development (ALSPD) team as named contact to support the delivery of Associate Lecturer staff development.
   • Supporting ALSPD events including: sending invitations to Associate Lecturers and presenters, liaising with Support Services or equivalent to ensure venues and catering are booked, producing attendance and workshop lists; attending the event to manage organisation on the day (where appropriate) and recording Associate Lecturer attendance on OU IT systems, processing of payments for staff development, including fees, expenses and invoices.

7. Associate Lecturer payments and expense claims
   • Checking claims received from Associate Lecturers, inputting them on the system against the appropriate budget code (according to monthly payroll schedule), verifying receipts received and that expenditure is appropriate before passing them on to an authoriser.
   • Querying unclear or unsubstantiated claims with the Associate Lecturer concerned and referring to Senior AL Services Assistant or AL Services Coordinator for guidance where appropriate.
   • Checking programme/practice tutor visits to students in work settings with the relevant staff tutor and processing expense claims.
8. Other Associate Lecturer contracts. As required:
   • Raising and monitoring ‘non core contracts’ for Associate Lecturers.
   • Providing feedback on expenditure on such contracts to Faculty on request
   • Raising mentoring contracts for Associate Lecturers as required.

9. Services to Faculty staff
   • Monitoring faculty-related queries in the Customer Relationship Management system (VOICE) queues.
   • Acting as a point of contact on behalf of faculty staff.
   • Responding on behalf of faculty staff to module-specific student emails and telephone calls through the VOICE system, referring on those that require input from or are the responsibility of faculty staff, or which are the responsibility of Learner Support staff, and recording all contacts appropriately.
   • Providing information to external stakeholders and, as appropriate, assisting in the organisation of collaborative activities undertaken with partner organisations.

General Duties
   • Preparing formal correspondence and documents in compliance with University standards.
   • Maintaining electronic and paper filing systems ensuring strict adherence to data protection and retention policies.
   • Dealing with a wide range of enquiries, both internal and external and referring and recording these as appropriate.
   • Providing information in response to enquiries from other units within the University.
   • Maintaining an up to date knowledge of policy and procedure relating to AL Services activities.
   • Feeding back suggestions to improve service standards across the AL Services team.
   • Actively engage in own staff development and training.
   • Contribute to the training and induction of new members of staff.
   • Providing cover for other team members in their absence.
   • Undertaking other duties as required by the AL Services Manager and Coordinator.
   • Contributing to projects as required.

3. Person specification

<table>
<thead>
<tr>
<th>Education, qualifications and training</th>
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<tbody>
<tr>
<td><strong>Essential:</strong></td>
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<tr>
<td>GCSE/Credit Standard Grade or equivalent English and Mathematics (Grade C minimum).</td>
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<tr>
<td>NVQ Level 2/SVQ 2 Customer Service or equivalent experience.</td>
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<tr>
<td><strong>Desirable:</strong></td>
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<tr>
<td>ECDL.</td>
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</tbody>
</table>
## Knowledge, work and other relevant experience

**Essential:**

- Previous experience in a customer service environment.
- Experience of working as part of a virtual or distributed team.
- Experience of working in an office environment.

## Skills and capabilities

**Essential:**

- Excellent interpersonal and communication skills, both written and oral.
- Good IT skills including MS Word, Excel, Outlook and databases.
- Ability to undertake data entry and manipulation.

## Personal qualities

**Essential:**

- Flexibility and openness to change in working practices.
- Willingness to learn new IT skills.
- Ability to work successfully as part of a team and on own initiative.
- Willingness to support faculty staff across faculties and locations as appropriate.
- Ability to prioritise and work calmly under pressure.
- Accuracy and attention to detail.
- A positive approach.

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

Willingness to undertake occasional out of hours working.

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

Access, Careers and Teaching Support (ACTS)

Access, Careers and Teaching Support sub-unit is led by David Knight, Director, and comprises of the following teams;

- Associate Lecturer Services
- Associate Lecturer Support and Professional Development
- Careers and Employability Services
- Widening Access and Success Services

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 Natalia Kiran by email: natalia.kiran@open.ac.uk.

If you have any questions regarding the application process please contact 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>Midday on Sunday, 25 November 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>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>
<tr>
<td>Or Post it to:</td>
<td>The Open University</td>
</tr>
<tr>
<td>Job title:</td>
<td>The Recruitment Coordinator</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>
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<tr>
<td></td>
<td>Kents Hill</td>
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<tr>
<td></td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6BY</td>
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</tbody>
</table>
The Open University, November 2018 | Page 7 of 7

8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Laura Etchells, Senior AL Services Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>Details will be provided to shortlisted candidates</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>Week commencing 3 December 2018</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>Details will be provided to shortlisted candidates</td>
</tr>
</tbody>
</table>

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 **3 December 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.