Job Description – Module Presentation Administration Manager

About the role

Based in Assessment, Credit and Qualifications (ACQ) in Academic Services, the main purpose of this role is to act in a primary link capacity between Academic Services and academic units, providing a range of operational, liaison and coordination services to support the administration of module presentations. This involves ensuring module data is systematised to meet ACQ business, academic unit and student requirements.

Key responsibilities

- To manage the timely collection, verification, input and maintenance of approved product data in CIRCE to deliver operational processes
- To manage the relationship of product data between CIRCE systems to other systems and websites.
- To provide systematised and accurate module and presentation records in line with University policy, including the setup of resit and resubmission presentations
- To provide advice and facilitate communications and consultations with academic units and others in Academic Service in relation to module presentation issues.
- To coordinate the management of module fee data in University systems, as well as the management and set up of quota structures and non-module-based fees.
- To provide and analyse management information as appropriate, to support continuous improvement in service provision to internal and external customers, monitoring performance standards and KPIs in line with University quality assurance standards.
- To develop and maintain effective relationships with colleagues across the University to support the delivery of business objectives.
- Responsibility for the development and production of policy and procedural documents and overall knowledge of relevant ACQ policy and procedures.
- To undertake such duties as agreed with ACQ senior management.
Skills and experience

Essential:

- A higher education degree or equivalent i.e. demonstrated skills in communication, analysis, interpretation, argument, synthesis and ability to learn on the job.
- Excellent communication skills: a high standard of written and spoken English and the ability to effectively convey written and oral information to a wide range of recipients, internally and externally.
- Significant IT experience including using Outlook, Word, Excel and Access and competence using ICT as a planning, management and communications tool.
- Proven ability to provide the best quality service to external and internal customers.
- Proven ability to respond positively to changes in working practices and procedures and to instil confidence of change in others.
- Working co-operatively across boundaries to contribute to positive outcome.
- Proven organisational skills together with the ability to prioritise and use tact and judgement and the ability to be flexible in adapting to changing requirements.
- Ability to manage activities under tight time constraints.
- Proven ability to work accurately with exceptional attention to detail
- Proven ability to problem solve.
- Experience of handling and systematising data.

Desirable

- General understanding of the Open University’s administrative processes.
- Knowledge of OU systems.