# 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>14556</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Faculty Co-ordinator</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Locality Lead North</td>
</tr>
<tr>
<td>Salary:</td>
<td>£32,548 - £38,833</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic-Related</td>
</tr>
<tr>
<td>Grade:</td>
<td>7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Maternity cover – fixed term contract to 8 May 2019</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Full-time</td>
</tr>
<tr>
<td>Location:</td>
<td>This is a homeworking contract. Please see section 4 for further information.</td>
</tr>
<tr>
<td>Closing date:</td>
<td>5pm on 11 May 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Covering letter of up to 2000 words detailing how you meet the person specification and long application form</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Three</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Helen Jackman</td>
</tr>
</tbody>
</table>
2. Summary of duties

The Faculty Co-ordinator is an academic-related member of the Faculty of Wellbeing, Education and Language Studies (WELS) and part of the Nations team of Student Services, Academic, academic-related staff, administrative and support colleagues involved in delivering Health, Wellbeing and Social Care modules, qualifications and professional programmes. This post is a homeworking contract. Whilst most work will be undertaken during office hours, some evening/weekend work and occasional travel within the north locality, to Milton Keynes and other OU office locations may be required. Please note that it is expected that the post holder will live in the north of England locality area (Cheshire, Lancashire, Yorkshire to Scottish border)

You will be responsible for the administrative support activities related to the delivery of services to students and Associate Lecturers (ALs) in liaison with colleagues in Student Services. You will be a point of contact for prospective students and their employers/sponsors, as well as for currently enrolled students and their employers/sponsors.

You will have an operational perspective on the planning and delivery of services, using existing processes and where appropriate creating new processes for scheduling, monitoring, reviewing/reporting and liaising with colleagues both nationally and centrally. Your responsibilities will include a particular emphasis on supporting the Faculty’s professional programmes in Nursing and Social Work.

You should have strongly developed administrative skills, with a relevant degree or equivalent qualification. Demonstrable experience relevant to carrying out the role along with an understanding of health and social care issues is also essential.

You will be expected to develop and maintain close working relationships with Staff Tutors, Education Managers, Associate Lecturers, and Academic Services staff, and to be a committed member of a number of teams.

Your duties will include:

- Contributing to the planning, co-ordination and implementation of Associate Lecturer appointments, induction and staff development. This will include arranging interviews, acting as a member of the selection panel if required, and carrying out follow-up work;
- Managing processes and developing efficient administrative systems for specific areas of work, in liaison with Academic Services’ colleagues, Staff Tutors and Regional Education Managers, i.e. the contractual processes related to Associate Lecturer and Practice/Programme Tutor appointments; timetabling; organising day schools, and staff development events;
- Working with Associate Lecturer Services to allocate students to Associate Lecturers and to select appropriate tutorial venues in liaison with the Venues Management team;
- Creating the administrative link between Student Recruitment and Support Centre staff, Nations Staff and employers so that enrolment processes are managed effectively;
- Providing management information on student registrations, as required;
- Arranging briefing events with colleagues on various aspects of the School’s programmes;
- Working with Cluster Managers and the AL Support and Professional Development team to plan and co-ordinate Associate Lecturer development activities and practice educator briefings, participating in them as required;
- Dealing with requests and queries from Associate Lecturers and monitoring the smooth running of tutorial support;
- In collaboration with colleagues, using and maintaining efficient systems for maintaining records in relation to assignment marking, tutorial monitoring, practice learning, retention and other aspects of
tutor/student support. Taking responsibility for the administration of arrangements for student induction associated with the Pre-Registration Nursing Programme and related qualifications

- Dealing with some non-academic queries from students and enquirers, advising accordingly across a range of subjects, and with awareness of the particular requirements of the professional programmes;
- Monitoring the progress of formal complaints, working with appropriate colleagues to ensure their proper resolution;
- Contributing to School marketing and promotional activities;
- Building close links with academic and academic-related staff in Milton Keynes, in particular Module Teams, maintaining good communication to facilitate the sharing of information and good practice across the School;
- Develop a good knowledge of University data and information systems and expert knowledge of the Student Support Tool;
- Provide detailed and knowledgeable support to the Health, Wellbeing and Social Care Student Support Teams in the use of the Student Support tool, with particular emphasis on the monitoring and support of students with respect to retention and progression.

- Develop a good knowledge of student support processes in the faculty and the University, liaising with the other Data Interpreter in the Faculty;
- Develop and maintain good working relationships with the Student Support Team and the HWSC academic lead and work collaboratively as part of a distributed team, communicating effectively with Student Services staff in the University’s locations and nations, as well as faculty members in Milton Keynes;
- Evaluate the effectiveness of the Student Support Team’s activities using data from the Tool and other information sources;
- Generate and undertake appropriate communication with students to promote retention and success;
- Contribute to a cyclic process of planning, evaluation and revision of student interventions;
- Train staff in the use of the tool to generate planned interventions;
- Reflect on the use of the Tool in practice and propose changes to improve its functionality and utility;
- Feed information back to, and consult with, multiple stakeholders such as faculty colleagues or groups, Data Wranglers and data tracking projects;
- Share good practice with other Student Support Teams;
- Any other duties as required.
3. Person specification

<table>
<thead>
<tr>
<th>Requirements</th>
<th>(E = Essential/ D = Desirable)</th>
</tr>
</thead>
</table>

### Education, qualifications and training
- A degree or equivalent qualification

### Knowledge, work and other relevant experience

**Essential:**
- Demonstrable experience of administrative work in an educational context;
- Excellent organisational ability and experience in using management information systems;
- Proven ability to work proactively with minimum supervision, using your own initiative;
- Experience of managing projects including co-ordinating and planning tasks, influencing others, and ensuring delivery to quality standards, budget and schedule;
- The ability to work as an effective member of multiple teams, with the communication and interpersonal skills needed to encourage co-operation and co-ordination of the work of both academic and administrative colleagues and effective liaison with Associate Lecturers;
- Excellent communication skills with the ability to express ideas clearly both orally and in writing, and to analyse and interpret numerical data;
- A high standard of information and communication technology skills, including experience of extracting data from and manipulating data in databases and of Microsoft applications, particularly Excel;
- An understanding of the challenges and opportunities provided by virtual team working, and a commitment to developing the SST’s practice in this area;
- Experience of working with confidential information and awareness of data protection issues;

**Desirable:**
- Familiarity with the teaching methodology of the Open University;
- An awareness of the diversity of student support needs.

### Personal abilities and qualities

**Essential:**
- The ability to work as a member of different teams in a collaborative manner
- The ability to travel around the locality served and to Milton Keynes;
- Knowledge of and commitment to OU equal opportunities policies and practices.

**Desirable:**
4. Role specific requirements e.g. Shift working

Capacity to be an effective home/remote worker. Relocation will be considered. Occasional travel may be required. Daily travel expenses within the locality only will apply. Daily travel expenses (e.g. commute) outside of the locality will not apply. If travel outside of the locality is required in order to meet the requirements of the role (e.g. to attend meetings at Walton Hall), travel expenses would be considered.

5. About the unit/department

Faculty of Wellbeing, Education and Language Studies

The Open University has embarked on a period of transformational change and in August 2016, restructured into four new Faculties, each comprising a number of Schools. The new Faculty of Wellbeing, Education and Language Studies is based in Milton Keynes and in a number of regional and national offices, with our Student Support Team located in Nottingham. The majority of our 35,500 students are in the UK but the Faculty also has students in the Republic of Ireland, continental Western Europe and elsewhere in the world. The Faculty’s curriculum comprises programmes at undergraduate, Masters and doctoral levels.

School of Health, Wellbeing and Social Care

The School of Health, Wellbeing and Social Care is one of three Schools within the Faculty. It is characterised by a vigorous intellectual life fostered through shared research/scholarship interests, collaborative teaching, and a strong external focus. The School has three distinct but inter-related areas of curriculum: Health and Social Care, Nursing, and Social Work. The School is committed to making a difference to health and social care practice and to working in partnership with key stakeholders. The School’s mission is to transform lives through health and social care education and research. Our teaching materials are underpinned by the excellence of our research as well as high quality scholarship in the area of teaching and learning that focuses on the delivery of an excellent student experience. Students of the School have won prestigious awards including, for example, the Scottish Association of Social Workers student of the year award and the Royal College of Nursing Student Nurse of the Year Award in Northern Ireland.

Teaching

The University has been developing and delivering supported open learning in the field of health and social care for over 40 years. Our materials are highly respected and we have become one of the largest providers of educational opportunities and learning solutions in this sector. Our practice-focused curriculum and emphasis on meeting the need of the health, social work and social care workforce, makes us very different from other, more traditional academic units. The School:

- Supports a large student population of approximately 11,000
- Offers a diverse range of open modules and qualifications in the field of health and social care that are relevant to practice and the work place
- Is the UK’s largest provider of part-time social work training
- Has a unique pre-registration nursing programme which offers a work-based qualifying route for healthcare support workers across the UK
- Works in partnership with employers to provide learning programmes that meet their changing needs. Over 50% of its students are currently sponsored by employers, mainly in the NHS, social services and the voluntary sector
• Has a research community committed to promoting the synergy between research/scholarship and learning and teaching

• Is strongly committed to the principles and practice of equality, diversity, widening participation and to the pursuit of social justice.

The School develops open and distance learning materials for multi-disciplinary and multi-professional use, qualifying and post-qualifying routes, and vocational training. Modules and study materials cover a wide range of subject areas including social work; nursing; community care; working with children, young people and families; youth justice and law; public health; care management; mental health; dementia care and end-of-life care; communication in health; and mentorship and leadership.

Whilst most of the School’s curriculum is open to all, we currently offer two professional qualifications – a degree in Social Work and a degree in Nursing (adult or mental health) that are available to students who are sponsored and supported by their employers.

Research and scholarship

The School has a strong track record in applied health and social care research. We are funded by the Research Councils (ESRC and AHRC), the National Institute for Health Research and a wide range of trusts, charities and commercial organisations. In REF2014, 69% of our research submitted to UoA22 (Social Work and Social Policy) was judged to be world leading (4*) or internationally excellent (3*). 73% of our research was assessed as 4* or 3* for impact and 75% for research environment.

We continue to develop and invest in research and have a particular interest in:

• the role of innovative methodologies for health and social care research

• the study of normative/non-normative life-course trajectories, and the impact of these on experiences of health, care and wellbeing.

Our research is currently organised into five broad research themes: Ageing and later life; Children, young people, parenting and families; Death, dying and bereavement; Living with disability and long-term conditions; and Reproduction, sexualities and sexual health. Most of our staff work within, or across, these themes. Staff in the School are listed on the editorial boards or hold editorial responsibilities across more than 25 academic journals.

The School is committed to making a difference to health and social care practice and works in partnership with research users in all of our activities. We have a lively postgraduate community on campus and a busy international research events calendar.

The School is continuing to grow its enterprise and knowledge exchange activities through the development of long-term, strategic external partnerships and maximising the impact of our research through effective communication, supported by our busy events schedule.

Collaborations with the BBC

Over the past few years the School has been involved with a number of high quality popular broadcasts, developed in collaboration with the BBC. These have included Great Ormond Street, a three part series looking at the running of the hospital and the decisions made in the treatment of children; Back to school with the Hairy Bikers following an intergenerational project in a community in Oxford; and The Big C and Me a three part series following a number of people who were diagnosed with Cancer and undergoing treatment. School staff were also involved in the award winning film How to die; Simons Choice which tells the dramatic and poignant
story following one man’s decision to end his life at a suicide clinic.

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 Hasel Daniels on +44 (0)1159 715 690 or email H.A.Daniels@open.ac.uk or alternatively you can contact Roger Davis, Associate Head of School, Nations and Regions on +44(0)131 549 7917 or email: Roger.Davis@open.ac.uk

If you have any questions regarding the application process please contact Vanessa Solis on 01908 659313 or email: wels-recruitment@open.ac.uk. For details on how to apply please see: http://www.open.ac.uk/about/employment/how-apply-general-vacancies

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>5:00pm on 11 May 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td></td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>Vanessa Solis, Staffing Assistant</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>WELS Staffing Team</td>
</tr>
<tr>
<td>Address:</td>
<td>Room 116 – 118 Horlock Building Walton Hall Milton Keynes</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6AA</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:wels-recruitment@open.ac.uk">wels-recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

| The interview panel will be chaired by: | Hasel Daniels – Localities Lead |
| The other members of the interview panel will be: | Roger Davis – Associate Head of School, Regions and Nations To be advised |
| The interviews will take place on: | To be advised |
| The selection process for this post will include | To be advised |
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.