Job Description – Partnership Administrator x 2 - WELS, PGCE (Wales) - 18421

Grade 4
£20,130 - £22,417
Full-time (37 Hours)
Fixed Term Contract, 2 years
Based in Wales, Cardiff
Reports to: Senior Manager PGCE

About the role

The role holder will be based with the PGCE Team in Wales, providing dedicated professional administrative support across a successfully launched new PGCE programme, delivering new entrants into the teaching profession.

The Open University has developed a bespoke teacher training programme for Wales, available bilingually, and designed to equip teachers with the knowledge and skills needed to deliver the new education curriculum in Wales. The programme launched successfully in September 2020, and there are plans for continued growth of the programme in future years.

This role is an exciting opportunity to be a key part of this project, providing professional secretarial and administrative support in a fast-paced environment. The successful candidate will work with all elements of our Partnership delivery, including schools and both future and current students.

The role will require core administrative skills, including minute taking, data entry and mailbox management in a fast-paced and highly regulated environment.

Key responsibilities

• Provide administrative support, including acknowledging and replying to correspondence and e-mails, updating key databases.
• Take notes at internal meetings and meetings with external bodies and produce and distribute minutes, maintaining confidentiality at all times.
• Contribute to effective monitoring and evaluation systems for PGCE students at the OUiW through ensuring robust and efficient data entry.
• Manage and respond effectively to enquiries relating to the programme, both from perspective and current students.
• Provide support in the administration and development of new and ongoing projects for the PGCE Team.
• Assist with the maintenance of any shared online areas (including Virtual Learning Environments) in respect of the programme.
• Process financial payments on behalf of the programme.
• Assist in the preparation and delivery of both internal and external events, which will include the support of occasional evening, and weekend events.
• Set up and support meetings with internal staff and external contacts and arrange refreshments as required.
• Diary support for managers’ internal and external meetings.
• Booking meeting rooms, arranging IT equipment and catering to support internal meetings.

Skills and experience

Essential:

• At least GCE/GCSE Grade C or equivalent vocational qualifications (e.g. NVQ level 2, BTEC) in a range of subjects including English and Mathematics.
• Previous experience of working in administration-based roles or responsibilities
• Experience and knowledge of office procedures
• Good working knowledge of Microsoft Office (particularly Word, Excel and Outlook)
• Commitment to excellent customer service
• Previous experience of working extensively with financial systems.
• Excellent interpersonal and communication skills.
• Ability to work to deadlines and prioritise work.
• Flexibility and openness to change in working practices.
• An ability to use initiative and judgement in problem-solving and to work unsupervised.
• A responsible, flexible and reliable approach to work coupled with a motivated and proactive attitude.
• Experience of working effectively in a team environment and proactively helping, supporting and where appropriate guiding colleagues.
• Proven experience in dealing successfully with complex information and procedures.
• A systematic approach to work and an ability to work accurately, paying attention to detail.
• Ability to prioritise and work calmly under pressure.
• A sound understanding of and a commitment to equal opportunities and diversity.
• An understanding and empathy with working in a bilingual environment.

Desirable:
• The ability to communicate through the medium of Welsh
• Experience of working in an educational or related environment

*The Open University is an Institution that strives to create an academic climate in which diversity is embraced by maintaining and respecting the dignity, respect and civility of individuals from all backgrounds, identities, cultures and experiences. The programmes in the Faculty of Wellbeing, Education, and Language Studies play an integral role in achieving the University’s widening participation and social justice mission. We strive to recruit, retain and develop the careers of a diverse pool of students and staff, and particularly encourage applications from all underrepresented groups.*