

Job Description – Team Assistant

About the Role

To provide support for the School of Health, Wellbeing and Social Care (HWSC) team in the management and delivery of current and future professional programmes (Nursing and Social Work) for the School. The Team Assistant forms a vital link between academics, faculty coordinators, practice-based learning assistants, associate lecturers, students, employers, external organisations and other areas of The Open University.

Core duties

- To address internal and external stakeholder enquiries or refer such enquiries to the responsible staff within the location team as necessary.
- To respond to service requests within programme, geographical, and module-specific VOICE queues or, where necessary, refer such enquiries to the relevant member of staff (VOICE is an OU information and communications management database).
- Organise and support a variety of internal and external meetings, such as employer briefings and stakeholder events including those supporting recruitment and other promotional or awareness raising events.
- Update website content and email distribution lists as and when required, working in conjunction with colleagues in other Faculty and University teams.
- To assist in arranging activities associated with the quality assurance and enhancement of tuition. These include arranging times for a Staff Tutor to evaluate the face-to-face, workplace-based, and online synchronous and asynchronous tuition provided by Associate Lecturers (ALs), as requested.

- To assist in the scheduling of meetings associated with the management, support, and development of ALs.
- Take minutes at meetings, as requested.
- To undertake other non-academic (i.e., not directly pertaining to teaching and learning) duties within the University, as required.

Professional practice programme duties (if applicable)

- To provide administrative and secretarial support for the professional practice programmes (PPPs) in the location.
- To access, use, and maintain management information systems to record requests and send out information regarding the PPPs in the location.
- In supporting the PPP registration process, to ensure students provide all documentation to meet programme entry requirements and complete right to work checks, where appropriate.
- To support the recruitment and selection of prospective students on the PPPs to include triaging applications, production and verification, arranging interviews and invitations to interview, distribution of offers, and updating records.
- To create and maintain accurate databases of external partner details and sponsored and non-sponsored students on the PPPs using a range of different information technology applications, providing up to date information as required.
- To act as a counter signatory for processes used to screen applicants for criminal convictions, as required.
- To ensure information is up to date on student facing and faculty websites.

Nation specific duties

- To be specified by the recruitment and selection panel associated with any new appointment to the role following consultation with the existing team in this location. Such duties should reflect nation-specific issues including legislation, policy, practice, linguistic, regulatory, and funding body requirements.

Post probation duties may include

- To act as a mentor for a newly appointed Team Assistant.
- To contribute to the induction and training of other University staff.
- To act as a member of a recruitment and selection panel for applicants to a Team Assistant post.
- To contribute to projects/task and finish groups associated with the Team Assistant role and wider operation of HWSC teams.

Skills and Experience**Essential:**

- Demonstrable experience of successful administrative work and developing administration systems;
- Excellent organisation and communication skills with the ability to express ideas clearly both orally and in writing, to analyse and interpret numerical data and disseminate information effectively;
- Excellent interpersonal skills with experience of building good relationships, using tact, discretion and own initiative and managing, organising or coordinating others;
- Experience of working effectively either alone (able to use own initiative) or in a team (cooperatively), and comfortable with working under pressure ;

- Excellent information and communication technology skills, including the ability to use Microsoft applications including Word, Excel & Outlook, and experience of using databases, spreadsheets and templates; willingness to develop existing skills, as well as to learn new ones;
- Ability to work to deadlines and prioritise tasks, using initiative and discretion to action items requiring immediate attention, referring matters onto others as appropriate;
- Experience of working with confidential information and awareness of the principles of data protection issues;
- Knowledge of and commitment to the OU mission, including equality and diversity issues.

Desirable:

- Knowledge of the local context of the post;
- Experience of higher education either as a student or through employment;
- Experience of working within a professional health or social care setting
Familiarity with distance learning and the teaching methodology of the OU.

The Open University is committed to equality, diversity and inclusion which is reflected in our mission to be open to people, places, methods and ideas. We aim to foster a diverse and inclusive environment so that all in our OU community can reach their potential. We recognise that different people bring different perspectives, ideas, knowledge, and culture, and that this difference brings great strength. 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. We also aspire to make The Open University a supportive workplace for all through our policies, services and staff networks.

