

## Further Particulars

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This document includes information about the role for which you are applying and the information you will need to provide with the application.

### 1. Role details

Vacancy reference:	11958
Job title:	Project and Business Development Support Assistant
Reports to:	KMi Business Development Manager and KMi Administration Manager
Salary:	£21,605 – £24,298
Terms and conditions of service:	Academic Related and Support Staff (Secretarial and Clerical, Technical, and Craft Staff)
Grade:	Grade 5
Duration of post:	Until December 2016
Working hours:	Full time (37 hours per week), Monday to Friday
Location:	Walton Hall, Milton Keynes
Closing date:	27 <sup>th</sup> January 2016
Type of application form accepted:	Standard / long version (plus covering letter)
Number of referees required:	Three
Unit recruitment contact:	<a href="mailto:kmi-recruitment@open.ac.uk">kmi-recruitment@open.ac.uk</a>

## 2. Summary of duties

You will work within the Open University's Knowledge Media Institute as an experienced Project and Business Development Support Assistant.

You will be adaptable to the unique environment and demands of a high-profile research laboratory, which requires a degree of flexibility and initiative to cope with fluctuating workload and non-routine activity.

You will have agreed clear objectives and well-defined guidelines and boundaries within which to work. You will be required to prioritise and schedule tasks and to exercise judgement and initiative in discharging your duties, liaising with the appropriate networks to ensure timely dissemination of information.

The appointment will be made on the Salary Scales for Academic Related and Support Staff (Secretarial and Clerical; Technical and Craft Staff), Grade 5 ranging from £21,605 – £24,298 pa depending on qualifications and experience.

### **Main purpose of role**

You will support the MK:Smart Project Director, and Project Management Team, as well as the Business Development Manager in KMi in the provision of Communications and Business Development support, as well as general administration duties. You will report to the KMi Business Development Manager and KMi Administration Manager.

### **Description of Duties**

#### ***MK:SMART Project Support***

- Support for the Communication Strategy, to include but not limited to:
  - ~ Gathering of newsworthy information and creation of communications;
  - ~ Reviewing of news stories from project partners to ensure continuity of communications;
  - ~ Gathering intelligence on project related activities such as similar initiatives to MK:SMART to inform the project team;
  - ~ Storage and retrieval of documents for comms activities;
  - ~ Events/meetings organization within and outside KMi;
  - ~ Creation and management of Task Lists for MK:SMART team;
  - ~ Supporting and contributing to the MK:SMART web presence;
  - ~ Management of KMi/MK:SMART CRM database;
  - ~ Other duties as required.

#### ***KMi Business Development Support***

- To include but not limited to:
  - ~ Research in customer and competitor activity;
  - ~ Opportunity management in CRM;
  - ~ Budget preparation for sale of products/services;
  - ~ Customer liaison – arranging meetings etc.
  - ~ Communications support for KMi including gathering of newsworthy information and creation of communications etc. (as above for MK:SMART);
  - ~ Other KMi-related Administrative duties, as required.

## 2. Person specification

CRITERIA	ESSENTIAL	DESIRABLE
<b>Education, qualifications and training:</b>	GCSE grade C or equivalent standard of education, including English and Maths.  Excellent IT skills (mainly in the use of MS Office, Apple iwork or equivalent products).	European Computer Driving Licence (ECDL)
<b>Knowledge, work and other relevant experience:</b>	Office experience in secretarial/clerical and management support roles.  Proven spreadsheet skills.	Experience of working in support of a senior individual.  Marketing/PR experience.  Experience of working in a commercial/legal environment.  Experience of CRM data-bases.  Experience of project based work.
<b>Skills and capabilities:</b>	Demonstrable enthusiasm and willingness to develop new skills and use new technologies.	An understanding of a broad range of business activities (HR, Finance, Estates).  Presentation skills.
<b>Personal qualities:</b>	Excellent written communication skills including the ability to produce minutes, format formal papers and produce clear concise emails.  Excellent interpersonal and oral communications skills.  Initiative and ability to work independently.  Time management skills.  Ability to work accurately, methodically and speedily.	Team-working skills.

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

n/a

## 5. About the unit/department

The Knowledge Media Institute (KMi) of the UK's Open University is a highly successful interdisciplinary research centre founded at The Open University in 1995, and located in attractive premises at The Open University's main campus in Milton Keynes, UK. We offer a stimulating environment, widely acknowledged to be at the leading edge of research and development, particularly in Semantic Technologies, Human Computer Interaction, New Media and Information Retrieval. The style, impact and content of our work can be seen at <http://kmi.open.ac.uk/>

## 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 Jane Whild on Tel: +44 (0)1908 652907, email [jane.whild@open.ac.uk](mailto:jane.whild@open.ac.uk), or Alan Fletcher on Tel: +44 (0)1908 654511, email [alan.fletcher@open.ac.uk](mailto:alan.fletcher@open.ac.uk)

If you have any questions regarding the application process please contact Ortenz Rose on +44 (0)1908 654774 or email [ortenz.rose@open.ac.uk](mailto:ortenz.rose@open.ac.uk)

## 7. The application process and where to send completed applications

Please ensure that your application reaches the University by: **27 January 2016**

Post it to:

Name/Job title: [Ortenz Rose – Senior Staffing Coordinator](#)

Department/Unit: [Knowledge Media Institute](#)

Address: [The Open University](#)  
[Walton Hall](#)  
[MILTON KEYNES](#)  
[Bucks](#)

Post Code: [MK7 6AA](#)

Or e-mail your application to: [kmi-recruitment@open.ac.uk](mailto:kmi-recruitment@open.ac.uk)

## 8. Selection process and date of interview

The interviews will take place as soon as possible after the closing date.

The interview panel will be chaired by Professor Enrico Motta (MK:Smart Project Director). Other members of the interview panel will include Jane Whild (KMi Administration Manager), Alan Fletcher (KMi Business Development/Lab Manager), and Aneta Tumilowicz (KMi Senior Administration Coordinator).

The selection process for this post will be by review of applications by the Chair and selected members of the interview panel. It is important that candidates:

- (a) complete all relevant sections of the application form; and
- (b) include a covering letter briefly describing why you are applying for this position, the nature of your present appointment, and any other position which you have held that you consider relevant to this application.

**NB:** A CV is **not** required and will not be used as part of the selection process.

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 be sent to shortlisted candidates.

**Applications received after the closing date will not be accepted.**