

Appointment details

Postgraduate Student Support Manager – Aston Business School



Closing date

24 March 2014

Ref: R140072

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▶ About Aston University

At a time of significant change within the Higher Education sector, with more emphasis being placed on widening participation, graduate employment, the student experience and the impact of research on society, Aston looks forward to the future with confidence.

Aston's vision is to be the UK's leading University for business, enterprise and the professions, where original research has a positive impact on the world around us. Aston's strategy 'Forward to 2020' describes Aston as a top research-led international University renowned for developing future leaders of business and the professions.

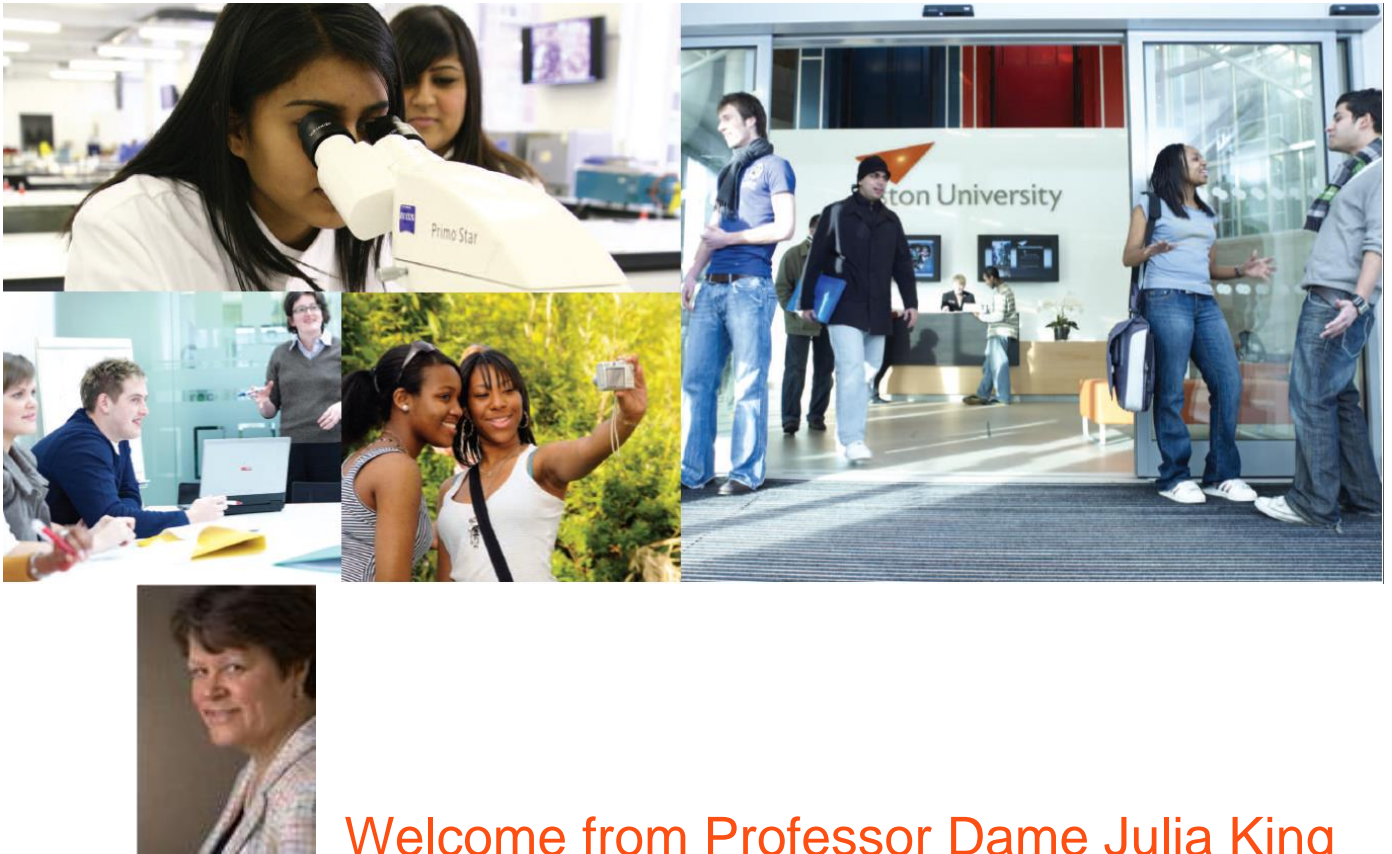
We already 'punch above our weight' and have high, yet realistic, aspirations for 2020 that include:

- ▶ Ranked within the top 1% of universities in the world, and consistently in the Top 20 in the UK
- ▶ In the Top 10 for Graduate Employability in the UK and Top 40 worldwide
- ▶ Focussed on the needs of business and the professions, with all Aston undergraduate students taking part in integrated work experience
- ▶ Carrying out world class research that leads to the creation of practical and applicable

solutions for the challenges of the future, and contributes to the development of research leaders and entrepreneurs

- ▶ Providing an inspiring, challenge-based education for students, equipping them to develop into global citizens, with the skills, knowledge and confidence they will need to achieve their goals and reach their full life potential
- ▶ Engaging with our community and city, recruiting students with talent regardless of income and background, and partnering with business, the professions and the public sector
- ▶ Putting sustainability at the centre of all we do, ensuring that Aston is one of the greenest and most sustainable of all UK universities, in the Top 5 of the People and Planet League.

Students are at the heart of everything we do within Aston's small and friendly community – in the way we think and in the way we act. The student experience is distinctive and unique at Aston because it is built and lived by students and staff as equal partners in the relationship. Our students are engaged in all aspects of their academic and social lives at Aston; our staff are genuinely interested in their students, their success and their welfare, and are universally approachable and friendly.



Welcome from Professor Dame Julia King

Dear applicant

The HE sector is currently experiencing an unprecedented scale and pace of change, combined with a high degree of ambiguity and uncertainty. Those universities able to adapt swiftly to a changing and increasingly competitive market will thrive. As a small, focussed University we have the advantages of agility, innovation and team working that some of our competitors do not. Our integrated placement year, our applicable, exploitable research, and our commitment to widening participation all help to make Aston distinct.

Our research legacy will be determined by our performance in the REF. If we perform to our true potential we will have a successful outcome, with greater and more stable income streams, growing numbers of links to business and a stronger international research reputation.

Teaching quality and the student experience must also continue to be an important focus. Like a number of other highly ranked institutions, we need to continue to improve student feedback and assessment, and we must continue to do all we can to address the needs of students.

We very much look forward to receiving your application and learning more about how you would contribute to Aston's continuing success.

A handwritten signature in black ink, appearing to read 'J King'.

Professor Dame Julia King
Vice-Chancellor



► Job description

The Postgraduate Student Support Manager manages all aspects of the operation of the Postgraduate Student Support office, including the line-management of the Postgraduate Student Support & Course Co-ordinators.

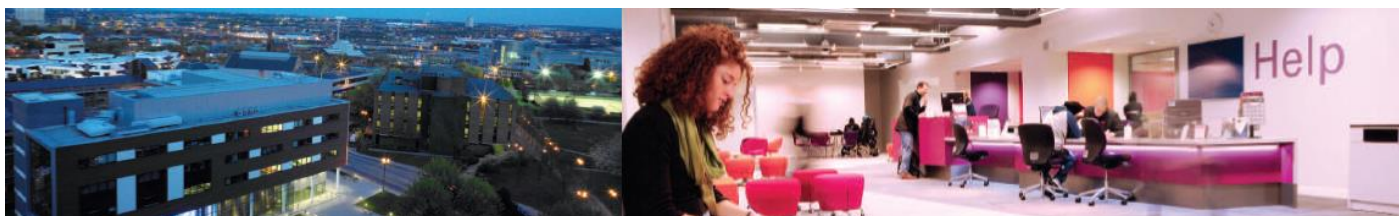
The role holder is responsible for the provision of an effective and efficient support service to postgraduate students, including the development and implement of improvements to service delivery, and the coordination of the provision of pastoral support to students. The role holder will liaise with Central Student Support services within the University regarding the provision of support services to postgraduate students.

The role holder will lead on the production and development of Management Reports from the University SITS database and is a member of the Business School Technology Strategy Group and the University Student Administrative Process Group to advise and make recommendations on the provision of technology support and IT systems for Postgraduate students. In their capacity as a SITS super-user, the Postgraduate Student Support Manager is responsible for training the Postgraduate Student Support & Course Co-ordinators and the wider postgraduate team in the detailed use of SITS and Infoview.

The role holder reports to the Postgraduate Programme Manager and is a member of the postgraduate programme administrative management team which works together with other managers to identify areas for improvement in the Postgraduate Programme, and to design processes to manage their implementation

Responsibilities

- Management of the Postgraduate Student Support Office, including responsibility for the setting and provision of service standards and development and implementation of new initiatives to improve customer service.
- Line-management of the Student Support & Course Co-ordinators who provide front-line support to students and staff, and who maintain the electronic student files on SITS. Responsible for recruitment, induction, training and probationary periods for new staff within the Postgraduate Student Support Office. Responsible for PDRs and objective setting, first line discipline and capability issues.
- Leads weekly team meetings with Student Support Office staff, sets deadlines and prioritises workloads and ensures consistent levels of service are provided across all Masters Programmes.





- ▶ Co-ordinates the provision of pastoral support to students, including organisation of student personal tutor meetings, student support meetings and carrying out personal counselling of students where necessary.
- ▶ Management of the provision of information to students via Blackboard, including course information, code of conduct and ethics in academic practice modules to support the postgraduate programme student learning process. Management of coursework submission for all masters courses and distribution to members of academic staff for marking.
- ▶ SITS and Business Objects super-user. Responsible for the development and provision of management reports via business objects and Infoview. Responsible for training other members of the Postgraduate Student Support Office and the wider postgraduate team in the detailed use of SITS and business objects.
- ▶ Liaises with Central Services eg ISA (for SITS and MAP developments) and Central Student Support Services (ARC, Hub, LDC, Accommodation) to share information and provide continuity and a professional service to students
- ▶ Acts as main point of contact with partner institutions in the administration of the collaborative European Masters in Management Programme with EM Lyon (France) and Ludwig Maximilian University (Germany)
- ▶ Liaises with Registry and Finance regarding student record issues
- ▶ Works with the Programme Manager, Programme Directors and Associate Dean PG to make improvements to service provision. Works with the Undergraduate Programme to share best practice, to streamline appropriate process and to discuss future mutual student support needs.
- ▶ Proactively and regularly reviews Student Support Office processes and develops and implements system improvements.
- ▶ A member of the Postgraduate Programme administrative management team. Liaises with other Postgraduate Programme managers as appropriate and contributes to the development and implementation of programme wide initiatives as required.
- ▶ Provision of information to the Quality Unit for accreditation and review purposes and participation in accreditations and audits.



► Person specification

	Essential	Method of assessment
Education and qualifications	Educated to degree level or equivalent	Application form
Experience	<p>Extensive experience in a role within the Higher Education sector</p> <p>Extensive experience of working in a student focused role</p> <p>A proven record of setting and managing targets and deadlines.</p> <p>Experience of leading a team of staff and the ability to plan and manage workloads.</p>	Application form and interview
Aptitude and skills	<p>Excellent written and oral communication skills</p> <p>Excellent negotiation skills and the ability to build successful working relationships with both staff and students.</p> <p>Extensive IT skills, including a thorough knowledge of the SITS students record system, MAP and Blackboard.</p> <p>The ability to deal with students' pastoral care needs in a sensitive and confidential manner</p>	Application form and interview



	Desirable	Method of assessment
Education and qualifications	ECDL	Application form
Experience	<p>Experience of providing customer focused support to postgraduate students.</p> <p>Experience of producing Management Reports from the SITS database</p>	Application form and interview



► Salary & benefits

This post is offered on a fixed term basis for a period of three months. The appointment is on Grade 8 and the salary range for this grade is £30,728 - £36,661 per annum.

Holiday entitlement 30 days per annum, in addition to 13 days public and university holidays.

Pension Eligible staff are offered a defined benefit pension with the University Superannuation Scheme.

Contribution pay The University's Performance Development and Reward Scheme provides for salary enhancement for staff who are considered to be performing at an exceptional level on a consistent basis.

Relocation Aston University aims to recruit the most talented individuals. This policy is intended to support this aim by providing assistance to new employees who have to relocate to take up a position. This policy applies to staff appointed to a position from 1 January 2014 at grade 7 (salary point 25) or above on an open-ended contract or to a fixed term position of two years or more, and who have to relocate their place of residence in order to take up the appointment.

Visit our website: aston.ac.uk/hr for full details of our [salary scales](#) and the [benefits](#) Aston University staff enjoy.



► How to apply and the selection process

Please visit our website aston.ac.uk/jobs to apply online. If you do not have internet access, call 0121 204 4500 and leave your name and address quoting the job title and reference number R140069.

Closing date for applications 24 March 2014

Interview date 4th April 2014

Please contact Lindsey Allsop, for an informal discussion about the role.

Email: l.allsop@aston.ac.uk

If you would like information on the progress of your application, advice on any aspect of the appointment process, or a conversation about our terms and conditions of service, please contact:

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► Outline terms and conditions of the appointment

Qualifications

Successful candidates will be required to produce evidence of their qualifications upon joining the University

Medical examination

It is a condition of appointment that newly-appointed staff receive medical clearance from the University's Health Centre.

Eligibility to work in the UK

Candidates who are not citizens of the United Kingdom, or of another EEA member country, should ensure that they meet the requirements of one of the 5 tiers of the immigration points based system.

Candidates should check their eligibility to enter or remain in the UK in advance of making any job application using the [points-based calculator](#) on the UK Border & Immigration Agency (UKBA) website. If you do not meet the minimum points requirement, you will not be able to work in the UK and any application for employment would be unsuccessful.

Document checks

As a result of the implementation of sections 15 to 26 of the Immigration, Asylum and Nationality 2006 Act on 29 February 2008, the University requires all prospective and, in some cases, current employees, to provide documentation to verify their eligibility to work in the UK. Further information about these requirements can be found on the [UK Border Agency website](#).

Equal opportunities

Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes, that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against students or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career at Aston.

An Equal Opportunities Monitoring Form is included with the application form.

Data Protection Act 1998

Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.



Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Code of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Disclosure and Barring Service (DBS)

Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the position they are applying for is listed as an exception under the act.

Full details of our terms and conditions of service and associated policies and procedures are available online at www.aston.ac.uk/hr.



Aston University
Employable Graduates
Exploitable Research

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www.aston.ac.uk

