

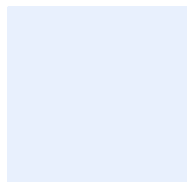
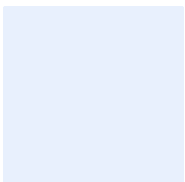
Appointment details

Operations, Data and Projects Manager



Closing date
26 October 2015

Ref: R150274



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▶ About Aston University

Founded in 1895 and a University since 1966, Aston is a long established research-led University known for its world-class teaching quality and strong links to industry, government and commerce. Professor Dame Julia King became Vice-Chancellor of the University in 2006.

Outstanding graduate employability

Aston has been a leading university for graduate employment success for over 25 years. Over 75% of Aston graduates go on to a graduate level job within six months. The majority of Aston students choose to take an integrated placement year or year abroad, making them very attractive to employers. We have strong relationships with national and international graduate employers, as well as smaller and local employers. These relationships are extremely important and make a real contribution to graduate employability.

Aston University is 14th in the UK for 'Top universities by graduate earnings', ahead of UCL, Bristol, Warwick and Loughborough. (The Telegraph, 2015).

Career focussed programmes

Aston's close and established links with business, the public sector and the professions ensure that our career focussed degree programmes are inspiring, challenging and constantly updated to equip students with essential work-related skills and experiences.

Excellence in teaching and research

We are committed to high quality teaching and academic excellence, ensuring we provide the highest standard of education to our students. Aston has an excellent reputation for research which shapes and improves lives. We're proud of the quality of our research and the real world applications developed as

a result – it makes a substantial and beneficial difference to people, organisations and society.

Aston's four academic Schools offer a range of undergraduate and postgraduate degree programmes, and also work with the public and private sectors to develop tailored Foundation Degree programmes.

International

Aston University is a popular choice for international students. We recognise and welcome the important academic contribution and cultural diversity international students bring to our university environment. Students from over 120 countries study at Aston University each year

Aston University is rated as one of the '100 most international universities in the world 2015.' (The Times Higher, 2015).

Birmingham – one of Europe's liveliest cities

Birmingham is internationally recognised as a leader in leisure, entertainment, shopping and sport. It is an international centre for business, commerce and industry, housing numerous UK and overseas banks and law firms. Birmingham attracts 25 million visitors each year and contributes billions to the national economy through manufacturing and engineering.

The University campus is located in the city centre making it very accessible to an extensive network of motorways and railways.

A green, sustainable campus

Located in the heart of a vibrant city, our 40 acre campus houses all the University's academic, social and accommodation facilities for our 9,500 students. All staff have the opportunity to contribute to our sustainability agenda and practices.



Welcome from Professor Helen Higson

Dear applicant

I am delighted that you are considering applying for this position at what is a particularly exciting time for Aston University, and an incredibly challenging time for the Higher Education (HE) sector. The HE sector is currently experiencing an unprecedented scale and pace of change, combined with a high degree of ambiguity and uncertainty.

Aston is well positioned for the future. Our vision 'Employable Graduates; Exploitable Research' not only inspires and motivates students, but speaks to business and governments, who will increasingly look to Aston for ideas and partnership.

I look forward to receiving your application, and learning more about how you feel you can contribute to Aston's continuing success.

H. E. Higson

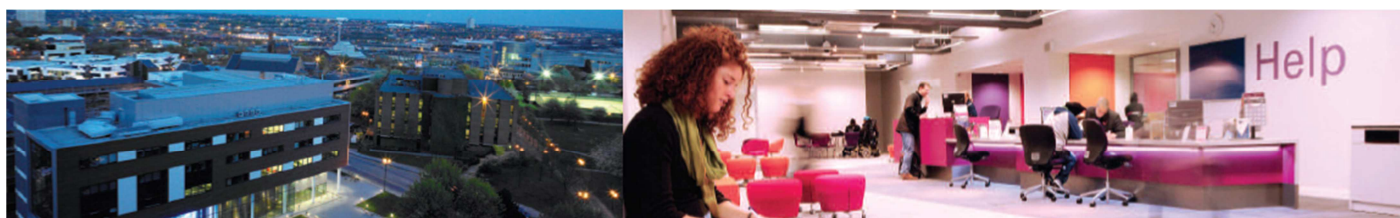
Professor Helen Higson
Deputy Vice-Chancellor

► Job description

A positive student experience is key to the success of the department's service and this role has a direct link to and ability to shape the existing and future provision of high levels of customer service. You will provide project management for existing and new projects across Careers+Placements overseeing operational functions such as the front desk, finance and HR administration. You will plan and organise resources effectively across Careers+Placements delivering efficiencies and supporting the teams towards their KPIs which relate to positive graduate destinations, placements uptake and the student experience. Reporting to the Head of Careers you will have line management responsibility for two permanent staff, an Employability Coordinator (Grade 6) who primarily supports the administration of projects and an Employability Assistant (Grade 5) who provides customer service and front line information needs. In addition you will also manage an Aston placement student and in busy periods an Erasmus intern (or similar).

Responsibilities

- You will lead and motivate your team to provide exceptional levels of customer service and support to all stakeholders from students through to external visitors. You will hold weekly 121 and regular team meetings to ensure all objectives are in line to be met. Permanent members of the team will receive an annual review which you will prepare and deliver. You will be expected to set and monitor SMART objectives providing a supportive environment in which your team can grow and flourish.
- Managing their day to day activities you will oversee the Operations team and ensure effective operation of the department providing support where needed. This will include responsibility to;
- monitor and update office policies and procedures.
- coordinate holiday cover and flexitime records to ensure adequate levels of staffing of both the Operations team and front desk staff.
- lead on the implementation of integrated and streamlined processes for finance & HR.
- Manage small and large scale projects that will deliver efficiencies and improvements across Careers+Placements.
- Build an excellent working knowledge of the university internal systems including Aston Futures, SITS, Business Objects, Agresso and My Aston Portal (MAP).
- Prepare statistical information and data reports on a variety of criteria based on business needs which could include cross team KPI activities, setting up frameworks for monitoring and evaluating activity. Using the data analyse and report on key trends and anomalies and make recommendations for service improvement. This will involve sourcing information from various departments within the University for E.g. Academic Schools, the market research team and registry.
- Establish and develop excellent working relationships with key internal contacts both in your immediate and wider teams. Thus ensuring effective communications are in place to facilitate best practice, knowledge transfer and facilitate effective work practices.
- Working closely with the Head of Placements and the Head of Careers to establish priorities, agree resources for key activities and set timescales and project controls.
- You will be required to run departmental projects such as quality assurance projects, for example QAA.



- ▶ With the Head of Careers and the Head of Placements you will agree a budget for joint change activities and be responsible for planning and monitoring expenditure on these activities, plus supporting budget planning in the individual teams.
- ▶ Co-ordinate recruitment and the training and development of staff within Careers+Placements. This may involve working with other managers, HR or external parties to plan and resource recruitment assessment centres, away days, training workshops, or other ad hoc events.
- ▶ Oversee the provision of a high quality 'Information Service' for students and graduates at the front desk, ensuring this is resourced effectively. Regularly review brochures, leaflets and library resources and suggestions for new materials briefed in at team meetings.
- ▶ In line with our visual identity you will ensure that we provide a space that is conducive to meet the changing needs of our students and employers, proactively assessing the centre and suggesting continuous improvements.
- ▶ You will act as proxy to both the Head of Careers and the Head of Placements to attend wider university committee meetings as and when necessary.
- ▶ Undertake specific projects and other duties commensurate with your grade.

	Essential	Method of assessment
	<p>Accuracy and attention to detail is essential alongside interpreting and adhering to detailed and precise requirements.</p> <p>A strong customer focus, with the ability to work effectively in different cultural environments.</p>	Skills Test
Knowledge	Demonstrate knowledge of the challenges facing the Higher Education sector, particularly with regards to graduate employability.	Interview
Other	Operates a flexible approach and can understand changing business needs.	Interview

	Desirable	Method of assessment
Education and qualifications	A higher qualification specialising in project management for e.g. prince 2.	Application form
Experience	<p>Experience of My Aston Portal, SITS and Business Objects.</p> <p>Evidence of experience of working in cross-cultural environments.</p>	Application form, interview and presentation

▶ Salary & benefits

This post is offered on a full time, continuing basis. The appointment is Grade 8 and the salary range for this grade is £31,342 to £37,394 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.

Closing date for applications 26 October 2015

Interview date The interviews and assessment centre are anticipated to be held on Thursday 19th November 2015.

Please contact Julie Stonall, Head of Careers + Placements, for an informal discussion about the role.
Tel: +44(0) 121 204 4832, Email: j.stonall@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:

Heather Eden
HR Advisor
+44 (0) 121 204 4576
h.eden@aston.ac.uk

Denise Jackson
HR Administrator
+44 (0) 121 204 4600
d.jackson@aston.ac.uk

► Outline terms and conditions of the appointment

Qualifications	Successful candidates will be required to produce evidence of their qualifications upon joining the University
Medical clearance	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	<p>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.</p> <p>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 Visas and Immigration 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.</p>
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 Visas and Immigration website .
Equal opportunities	<p>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.</p> <p>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.</p> <p>An Equal Opportunities Monitoring Form is included with the application form.</p>
Data Protection Act 1998	<p>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.</p> <p>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.</p>

**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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