

Appointment details

Clerical Officer – Student Records

(Internal Only)



Closing date

14 March 2016

Ref: R160055

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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

To provide clerical support for student records and be an integral member of the Registry and Student Services Team.

Responsibilities

- ▶ To be the main clerical support and first point of contact for specific queries relating to individual student records from students and Aston University staff.
- ▶ To process changes to the central student record including those that involve the student's mode of attendance, programme of study and fees.
- ▶ To process the outcomes of the Boards of Examiners and PhD outcomes. This will include resolving queries from the students and Aston University staff.
- ▶ To ensure that information is correct for the student record in relation to fees and fee invoicing.
- ▶ To ensure that any changes to the student record that need to be reported to the Student Loan Company or other financial sponsor occur accurately and in a timely manner.
- ▶ To process credits and invoices relating to the student's record.
- ▶ To process application forms replacing lost degree and other award certificates in line with current Registry policy.

General

- ▶ To be a member of the Registry and Student Services team, taking part in Directorate events such as Graduation and enrolment as and when required.
- ▶ Any other duties commensurate with this post as requested by the line-manager.



► Person specification

| | Essential | Method of assessment |
|-------------------------------------|---|--------------------------------|
| Education and qualifications | To hold at least one GCE A level or equivalent and both GCSE English and GCSE Mathematics at grade C or above or equivalent. | Application form |
| Experience | Relevant experience of working in a busy customer focussed office environment. | Application form and interview |
| Aptitude and skills | <p>Ability to work to deadlines and organise work under pressure.</p> <p>Good organisational skills, with a methodical and accurate approach.</p> <p>Highly developed communication skills.</p> <p>Proficient IT skills including Word and Excel.</p> <p>Substantial experience of working with management information systems.</p> <p>Confidential and caring attitude essential when dealing with students.</p> <p>Ability to work as part of a team.</p> <p>Ability to work independently and to use own initiative.</p> | Interview |

| | Desirable | Method of assessment |
|-------------------------------------|---|--------------------------------|
| Education and qualifications | Evidence of continuing professional development. | Application form |
| | Educated to a degree level | |
| Experience | Experience of working in Higher Education administration. | Application form and interview |
| | Experience of using the SITS:Vision student records system. | Application form and interview |

▶ Salary & benefits

This post is offered on a full time, (36.5 hours per week), continuing basis. The appointment is Grade 6 and the salary range for this grade is £21,605 to £23,619 per annum.

| | |
|----------------------------|---|
| Holiday entitlement | 25 days per annum, in addition to 13 days public and university holidays. |
| Pension | Eligible staff are offered a defined benefit pension with the Aston University Pension 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. |

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 14 March 2016

Interview date TBA

Please contact Alison Levey, Director of Registry and Student Services, for an informal discussion about the role.
Tel: +44(0) 121 204 4665, Email: a.levy@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:

Anne-Marie Lokwiya
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+44 (0) 121 204 5385
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Sarah Taylor
HR Administrator
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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 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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www.aston.ac.uk

