

Appointment details

**Advice Receptionist & Administration Assistant  
(Part-Time Maternity Cover)**



**Closing date**

13 May 2016

Ref: R160123

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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 Neil Scott

*Dear applicant*

I am delighted that you are considering applying for this position at an exciting time for Aston University, The HE sector is currently experiencing a significant change. Universities who are able to adapt swiftly to a changing and increasingly competitive Higher Education market will thrive.

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

**Neil Scott**  
Chief Financial Officer

## ▶ Job description

To provide an initial point of contact for students and staff who approach the Advice & Representation Centre (ARC) on a broad range of issues and provide information or make referrals to welfare advisers as appropriate.

To make appointments for, and provide administrative support to, the welfare advisers.

To manage diaries for the welfare advisers and to provide a wide range of administrative support and advice to staff and students in the unit, including copying literature and telephone assistance.

To assist the Advice & Membership Services Manager with administration as and when required.

## Responsibilities

- ▶ To offer information and signposting, ensuring the delivery of a proactive and professional advice service for students and staff.
- ▶ To provide information and signposting to internal and external users.
- ▶ To respond appropriately to distressed, confused or angry students, ascertaining those who need help immediately.
- ▶ To manage the diaries for the welfare advisers and the Advice & Membership Services Manager.
- ▶ To provide a wide range of administrative support to the welfare advisers and Advice & Membership Services Manager including word processing letters and documents, sending emails, updating the ARC Website.
- ▶ To maintain the private housing advertising service known as Aston Student Homes using Studentpad software.
- ▶ To liaise with private sector landlords and accommodation providers in relation to adverts on the Aston Student Homes website.
- ▶ To work closely with the ARC Marketing & Administration Assistant to provide support to students and private sector landlords and accommodation providers who advertise properties with Aston Student Homes.
- ▶ To take Union Emergency Loan Fund (UEL Fund) repayments, updating the UEL Fund database and updating students' case records to reflect repayment.
- ▶ To understand deadlines for Academic Appeals, Disciplinary hearings and Exam Board hearings to enable students to provide timely responses to the University.
- ▶ To refer cases on to the University which are outside the scope of the ARC to the appropriate department (e.g. The Hub).



## ► Person specification

	Essential	Method of assessment
<b>Education and qualifications</b>	Educated to GCSE level or equivalent, including English Language.	Application form
<b>Experience</b>	Experience in a customer facing role.  Work experience in an administrative role in a large professional organisation dealing with a wide range of staff and customers.	Application form and interview
<b>Aptitude and skills</b>	Excellent face to face communication skills and telephone manner.  Good verbal communication skills.  Professional and helpful attitude.  Ability to deal with people at all levels, in a calm and confident manner.	Interview
<b>Other</b>	Flexible and adaptable approach to working as a member of the team.  Flexibility especially during busy periods (i.e. Mid-January to Mid-February and Mid June to Mid August).	

	Desirable	Method of assessment
<b>Education and qualifications</b>	Secretarial/IT, RSA, ECDL.	Application form
<b>Experience</b>	Experience of working in an educational environment.	Application form and interview



## ▶ Salary & benefits

This post is offered on a part time (30 hours per week), fixed term basis, to cover maternity leave for a period of up to 6 months, or until the post holder returns, whichever is sooner. The appointment is Grade 5 and the salary range for this grade is £18,734 to £20,989 per annum, pro rata (pro rata salary range is £15,397 to £17,251 p.a).

You will work 30 hours per week, and the usual hours will be 9.45 a.m. – 4.15 p.m., Monday to Friday, although there will need to be some flexibility in accordance with business needs.

**Holiday entitlement** 25 days per annum, in addition to 13 days public and university holidays, pro rata.

**Pension** Eligible staff are offered a defined benefit pension with the Aston University Pension Scheme (AUPS).

**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](http://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](http://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** 13 May 2016

**Interview date** TBC

Please contact Richard Broome, Advice and Membership Services Manager, for an informal discussion about the role. Tel: +44(0) 121 204 4723 Email: [r.broome@aston.ac.uk](mailto:r.broome@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](mailto:h.eden@aston.ac.uk)

Sarah Taylor  
HR Administrator  
+44 (0) 121 204 4573  
[s.l.taylor@aston.ac.uk](mailto:s.l.taylor@aston.ac.uk)

## ► Outline terms and conditions of the appointment

<b>Qualifications</b>	Successful candidates will be required to produce evidence of their qualifications upon joining the University
<b>Medical clearance</b>	It is a condition of appointment that newly-appointed staff receive medical clearance from the University's Health Centre.
<b>Eligibility to work in the UK</b>	<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 <a href="#">points-based calculator</a> 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>
<b>Document checks</b>	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 <a href="#">UK Visas and Immigration website</a> .
<b>Equal opportunities</b>	<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>
<b>Data Protection Act 1998</b>	<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>
<b>Disclosure and Barring Service (DBS)</b>	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](http://www.aston.ac.uk/hr).

**Aston University**  
**Employable Graduates**  
**Exploitable Research**

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[www.aston.ac.uk](http://www.aston.ac.uk)

