

Appointment details
**Student Support & Development
Co-ordinator**

Job Ref: R170465

Closing Date: 23.59 hours BST on
26 October 2017

EXCELLENT
DIFFERENT
DISTINCTIVE
ASTON



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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 business and the professions. Professor Alec Cameron became Vice Chancellor of the University in 2016, building on a strong legacy left by the Baroness Brown of Cambridge.

Outstanding graduate employability

Aston has been a leading university for graduate employment success for over 25 years. More than 80% 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.

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 ranked 29th in the world and 9th in the UK as one of the 'most international universities in the world.' (The Times Higher World University Ranking, 2016-17).

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 14,355 students. All staff have the opportunity to contribute to our sustainability agenda and practices.



Welcome from Professor Alec Cameron, Vice Chancellor & Chief Executive

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 mid-sized, focused university Aston has the advantages of agility, innovation and team working that some other institutions do not. Our integrated placement year, our applicable, exploitable research, and our commitment to widening participation all help to make Aston distinct.

The 2014 Research Excellence Framework results recognised the quality and impact of Aston research. This research directly influences medical breakthroughs, advancements in engineering, innovation, policy and practice in government, and the strategies and performance of local and international business. The Times Higher Education REF rankings placed Aston University 35th in the UK and 78% of our submissions were judged to be World Leading or Internationally Excellent.

Teaching quality and the student experience are an important focus at Aston. We are committed to doing all we can to address the needs of students and to assisting them to achieve their career ambitions on graduation.

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 blue ink that reads "Alec Cameron." The signature is written in a cursive, flowing style.

Professor Alec Cameron
Vice Chancellor & Chief Executive

► University values

All staff are expected to demonstrate / promote the University's values and expectations, which are an integral part of our 2020 strategy and underpin the culture of the University. Our vision is to be the UK's leading University for business and professions, where original research, enterprise and inspiring teaching deliver global impact. More information about the university's values is available at www.aston.ac.uk/staff/working/dare-to-succeed/values/

In addition, our leaders are expected to be accountable, help to execute strategic visions of the University, share and set clear expectations that inspire those around them. Further information on our leadership expectations can be found at: <http://www.aston.ac.uk/EasySiteWeb/GatewayLink.aspx?allid=158042>



► Staff expectations

All staff are expected to;

- Be committed to delivering high performance
- Recognise and praise the high performance of others
- Remain open to new ideas and seek to act quickly for positive change
- Develop themselves, and support the development of others
- Be ambitious, for themselves, their teams and the university
- Engage with others, listen, observe and communicate
- Focus on excellent customer service, finding solutions and saying “yes”
- Make reasoned decisions without fear of blame
- Engender trust through their own actions
- Be fair in all matters

► Aston Business School

Aston Business School has been conducting pioneering research into contemporary business and management issues for more than 60 years, making us one of the most firmly established business schools in the UK.

We are renowned for the quality of our teaching, the impact of our research and our supportive environment.

We provide students with an inspirational educational experience coupled with strong business links, offering them rapid career progression in international business.

We have a talented and ambitious faculty with a strong research reputation and a broad academic publication record. Our faculty also work with and support businesses and the community in many ways.

Our mission is to be the most inspiring and innovative business school in Europe.

Triple accredited

We are in the top one per cent of business schools worldwide with triple accreditation from AMBA, AACSB and EQUIS, the leading accreditation bodies for business schools in the UK, USA and Europe.

Other rankings include:

National Student Survey (NSS) 2015

- 90% overall satisfaction for undergraduate programmes at Aston University
- 95% for Marketing
- 92% for Economics and Law
- 91% for Accounting

Sunday Times University Guide 2015

- Top 20 for Business overall
- 5th for Accounting and Finance
- Top 10 for Marketing

Universal Rankings 2014

- Joint 8th best business school in the UK, awarded four Palmes of Excellence

World leading

100 per cent of our business research achieved 3* and 4* impact in the 2014 Research Excellence Framework, the system for assessing the quality of research in UK higher education institutions.

Top for enterprise

We are one of only three business schools in the UK to receive the Small Business Charter Award at Gold Level for demonstrating exceptional dedication to supporting the small business community.

School organisation

The School is led by its Executive Dean, Professor George Feiger, supported by a team of Associate Deans and Heads of Academic Subject Groups. Together, the Deans, Heads of Subject Group, the Head of CELCA and the Head of Administration constitute the School's management committee.

The School is further supported in its work by an Advisory Board, whose membership is drawn from key stakeholders from the city of Birmingham and beyond.

For more information, visit our website www.aston.ac.uk/.

► Job description

Responsible for administrative support to all aspects of the Business School degree programmes and the provision of front-line support to staff and students in the Business School from enrolment to graduation and beyond.

Responsibilities

- Responsible for front-line face-to-face support to ABS students at the Student Reception Points.
- Responsible for responding to email correspondence and telephone enquiries from ABS students and staff, prospective employers, parents, partner institutions and sponsoring organisations to agreed service targets.
- Responsible for disseminating information relating to the students' course to the relevant student cohort.
- Responsible for maintaining up-to-date and accurate confidential student records including the processing of withdrawals, leave of absence and transfers, on-line diets and student module selection, module changes, monitoring of student end dates and resolution of data exception reports.
- Responsible for supporting the Planning and Timetable Lead with the allocation of students to seminar groups.
- Supports Course Directors to organise individual tutorial and/or group sessions for students on a termly basis.
- Processes requests for transcripts, student status letters, performance updates for employers, partner institutions and other sponsors and references for current students and alumni.
- Responsible for liaising between the Student Support Office and other areas of the University, including other Schools whose students take Business School modules, Registry and Central Services. Responsible for liaising with Partner institutions regarding the provision for incoming and outgoing exchanges.
- Responsible for maintaining and updating relevant information relating to the degree programmes offered by ABS and the processes involved in servicing them including Student Reception Handbook, Blackboard Handbooks, the Professional Development Programme Blackboard module and the international web pages.
- Acts as point of contact for outside accrediting bodies. Organises support for extra curricula activities such as workshops/guest lecturers and other outside speakers eg AMBA, CIPD, BPS etc.
- Responsible for servicing Staff/Student Consultative Committees, Programme Committees and Liaison Groups including the preparation and circulation of Agendas and associated documentation, taking, writing up and circulation of Minutes and follow up on action points as appropriate.
- Organisation and planning of On-line UK and Overseas Residentials.
- Administration of the UG Business Game Module and Stream 3 of the Professional Development Programme (PG Business Simulation) including allocation of students to groups, maintenance of the generic email and liaison with the company provider of the Business Game software.
- Processing applications for outgoing exchanges and administration of Stream 1 of the Professional Development Programme (Study Abroad)
- Administration of Stream 2 of the Professional Development Programme (Work Experience)
- Responsible for the administration of the Visiting Lecturers' Programme.

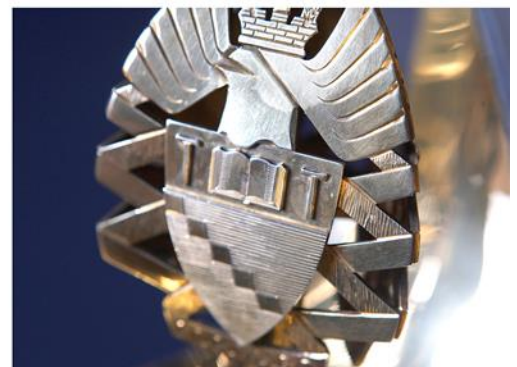
Other Responsibilities:

Contribution to other activities in the Programme Office e.g. Welcome/Induction weeks, Exchange Student Induction, Class Tests, Quality initiatives and Graduation.

- Participates in Exams processing (out of term-time)
- Responsible for servicing Examination Boards and producing Minutes for both Module and Programme Boards.
- Other duties as specified by the Student Support Lead, International & Student Development Lead and Senior Programme Lead.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.



► Person specification

	Essential	Method of assessment
Education and qualifications	A-level or equivalent. GCSE Grade C or above in Maths and English.	Application form
Experience	Experience of working in a customer focused position. Experience of working in a multicultural environment.	Application form and interview
Aptitude and skills	Excellent written and verbal communication skills. Organise and prioritise workload with minimal supervision. Excellent IT Skills. High standards of integrity and trustworthiness in managing confidential student records. High levels of accuracy.	Application form and interview
	Desirable	Method of assessment
Education and qualifications	IT qualification (GCSE, ECDL etc).	Application form
Experience	Experience of working in a role within the HE sector involving regular interaction with students. Experience of Committee Servicing.	Application form and interview
Aptitude and skills	Knowledge of SITS Student Records System.	Application form and interview



► Salary & benefits

This is a fixed term post for 6 months. The appointment is Grade 6 and the salary range for this grade is £21,843 to £23,879 per annum.

Holiday entitlement	25 days per annum, in addition to 13 days public and university holidays.
Pension	<p>Eligible staff are offered a defined benefit pension with the Aston University Pension Scheme (AUPS).</p> <p>The University is proposing to close the current Aston University Pension Scheme (known as AUPS) early next year and replace it with a new pension scheme and is undertaking formal consultation about this proposal. The University believes that the new scheme, together with a flexible contribution structure for members, would continue to provide a valuable pension benefit, if the proposed closure of the AUPS proceeds.</p>
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. Positions which are externally funded fall outside of this policy. Individuals may be eligible to claim costs in line with the relevant funding arrangements.

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	23.59 hours BST on Thursday 26 th October 2017
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Interview date	To be confirmed
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Please contact Ian Fry, Student Support Lead, for an informal discussion about the role.

Tel: +44(0) 121 204 3124

Email: i.j.fry@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:

Stephen Belt
HR Business Partner
+44 (0) 121 204 5128
s.belt@aston.ac.uk

Grace Ntamirira
Recruitment 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	Candidates who are not citizens of the United Kingdom, or of another EEA member country, should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website https://www.gov.uk/browse/visas-immigration/work-visas . Before applying you should ensure that you meet the requirements, including meeting the English language standards. If you do not meet the eligibility criteria, any application for a work visa 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 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

