Appointment details
School Support Coordinator

Job Ref: R170472

Closing Date: 23.59 hours GMT on Tuesday 31st October 2017
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.

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?alId=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

To provide a full administrative service to an assigned academic department and co-ordinate department activities in teaching, research, citizenship and business engagement.
To be a central contact for the Academic department, act as academic liaison to ABS students.

To manage contracts, payments and administration for all casual staff throughout the academic year as required by the Head of Department, complying with all University policies and codes of conduct.

Responsibilities

- To act as first point of contact for internal and external enquiries to the assigned Academic department, providing a detailed knowledge of all aspects of the Department’s work, in order to be aware of and promptly act upon, any issues, problems or queries which may arise from within or outside of the University.
- Provide a full and confidential PA service to the Head of Department (HoD) including keeping diaries, arranging meetings, making travel arrangements, dealing with conflicting priorities, library searches, obtaining materials and coordinating and distributing research information. The post holder will also keep the HoD informed of appropriate procedures and University developments.
- Providing a full and confidential service to the assigned Head of Department for the organisation and administration in the department. This service includes monitoring and coordinating department activities, arranging department meetings and producing agendas & minutes, outline diaries for department members, organising office hours, sorting post, processing expenses claims for visitors to the Department, preparing correspondence for internal and external distribution, typing and preparing research material. Being the contact point for their students and providing advice and support for payments and cover arrangements.
- Preparing the appointments of casual and part time overseas staff including appointment forms, notifications of engagement, obtain the appropriate authority from both the Department and the School and carrying out right to work immigration checks. Provide administration and guidance for these staff acting as the contact point for their students and providing advice and support for payments and cover arrangements.
- Monitor the department’s overall budget and expenditure and income throughout the year. Liaise with the ABS Finance Partner with proposed spend throughout the year and monitoring monthly and annual financial statements for the Head of Department and assisting him in planning the department’s financial expenditure.
- Using computer systems such as Agresso for the raising of requisitions and new suppliers where applicable. Troubleshooting purchasing enquiries on behalf of the department including expenses issues, invoice allocation, or the purchase of goods off contract.
- Ensuring that the department is responding in a timely and comprehensive fashion to requests to the department for information or action. Act as the key link between the programmes and CED, following up with department members on items such as deadlines for exam marks, return of coursework etc.
- Act as a contact for external organisations, for example, other Universities, the media, and other interested parties. Where visitors are coming from overseas, passport and visa checks will be conducted by the post holder.
- Liaise with Estates for general requests and repairs and any other hazard that may arise. Responsible for refurbishment requests and allocation of Department offices as and when required, including office set up for new members of staff.
- Responsible for maintaining webpage contents including department webpages, individual academic pages, PhD students and research project pages. The post holder will also provide support to academics with PURE updates, manage the departments Twitter account and liaise with ABS marketing and alumni for updates and visual content.
- Assist the HoD with the recruitment of new staff including editing and arranging job advertisements, arrangement of interviews including dates, hospitality/accommodation, materials and room bookings, and acting as point of contact for interviewee on date of interview.
- Responsible for coordinating the induction of new members of academic staff based upon individual appointments, introductions to key members of the School and other relevant points of contact. Provide guidance on the University’s administrative systems along with compliance and procedural information.
Act as department representative to the School's Health and Safety Committee, reporting all accidents, incidents and near misses as they arise, carrying out bi-annual risk assessments. Ensure that DSE assessments are carried on employees experiencing issues with their workstation and shortly after a new starter arrives.

Advise all new starters on the fire evacuation procedure, locality of first aiders, and out of hours working guidance.

Sort and distribute incoming post twice daily and arrange courier services as required by the department.

Administration and organisation of internal and external seminars, department away days, conferences and events.

Responsible for stock levels and the ordering of stationery for the department.

Updating of department noticeboards/photo boards and distribution lists on a regular basis.

Working flexibly and considerately as a member of the team in order to meet deadlines including assisting with events which take place outside of normal working hours.

Undertaking other duties and responsibilities appropriate to the role of School Support Coordinator as may be designated from time to time.

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

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<tr>
<th>Essential</th>
<th>Method of assessment</th>
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<tr>
<td><strong>Education and qualifications</strong></td>
<td>Educated to A level or equivalent experience in a similar level and type of role.</td>
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<td><strong>Experience</strong></td>
<td>Experience of delivering excellent customer service through advice and guidance to diverse stakeholders, including supporting customers remotely and face to face.</td>
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<td>Previous experience in an office environment including project support, working with confidential information and updating websites and databases.</td>
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<td>Experience of working in intercultural contexts. Develops lasting relationships with a wide range of stakeholders.</td>
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<td><strong>Aptitude and skills</strong></td>
<td>Excellent IT skills: Microsoft Office Suite.</td>
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<td>Able to analyse problems and use judgment to propose good solutions.</td>
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<td>Ability to work under pressure to meet deadlines and achieve targets.</td>
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<td>Has the ability to work co-operatively with others.</td>
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<td>Able to convey information in an understandable and engaging manner.</td>
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<td>Good aptitude for figures and budgetary skills</td>
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<td>Knowledge of and sensitivity towards diversity issues and a natural affinity with students.</td>
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<td>Demonstrates an interest in keeping skills up to date. Excellent organisational skills;</td>
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<td>Able to communicate with a wide range of stakeholders, including students, academics and senior members of staff</td>
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<td>Qualification relating to any aspect of the role</td>
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<tr>
<td><strong>Experience</strong></td>
<td>Experience of using Agresso, online content management, Virtual Learning Environments</td>
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Salary & benefits

This post is offered on a full time, fixed term basis for 1 year or when the post holder returns (whichever is the sooner). The appointment is Grade 6 and the salary range for this grade is £22,214 to £24,285 per annum 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 (AUPS)

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.

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 GMT on Tuesday 31st October 2017

Please contact Andrew Wilson for an informal discussion about the role. Tel: +44(0) 121 204 3271 Email: a.r.wilson@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  Karen Clinton
HR Business Partner  Recruitment Administrator
+44 (0) 121 204 5128  +44 (0) 121 204 3351
s.belt@aston.ac.uk  k.clinton@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
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
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.