Aston University

Candidate Brief

Programme Support Assistant

Reference: R180079

Salary: Grade 5, £19,305 to £21,585

Contract Type: Continuing

Basis: Full Time

Closing Date: 23:59 hours GMT Friday 16 March 2018

Interview Date: To be confirmed

EXCELLENT
DIFFERENT
DISTINCTIVE
ASTON

Athena SWAN Member

Job description

Job Purpose:

This post is situated in the visitor reception area of the Business School's Programme Office and it therefore offers a professional visitor reception service at all times as well as provision of comprehensive administrative support to Associate Deans, the Senior Programme Leads and the wider Programme Team.

Main Duties/Responsibilities include:

▶ Providing a range of administrative support to the Associate Deans and Senior Programme Leads as required including maintaining electronic diaries, arranging and note-taking at meetings, and taking on various appropriate delegated duties and responsibilities.

▶ Creating, maintaining and sharing general programme office information; examples include:
   ▶ Key Administrative Procedures
   ▶ Programme Office Structures
   ▶ Lists of Support Staff and current contact details
   ▶ Current lists of programmes and programme codes
   ▶ Lists of Programme Directors
   ▶ Lists of current modules and module leaders

▶ Raising requisitions and purchase orders in Agresso
▶ Overall responsibility for stationery stocks and work requisitions, including stock control for stationery, organizing printer and photocopier maintenance, liaising with Estates to ensure maintenance of the physical office environment and ordering catering services when required
▶ Storage of appropriate general programme information – e.g. flexi-sheets, HR information and signed PDR records
▶ Administration associated with the payment of any casual or sessional staff paid from the Programme budge, e.g. assistant invigilators, dissertation supervisors, and PPVs
▶ Supporting the student reception services, by responding to routine general enquiries at busy times of year and covering for unexpected sickness or absence when necessary
▶ Using SITS/Infoview to enter and/or check confidential student and programme data and to provide Programme/Module level data/documentation in response to requests from both within and outside of the Business School
▶ Booking ABS meeting rooms (MB616, 618)
▶ Specific responsibility for the liaison with CLIPP in all matters relating to Blackboard and the provision of academic module data to students using this platform. This will include:
   ▶ Planning and monitoring the rollover and appropriate display of academic module information
   ▶ Acting as the link between the Programme Office and the relevant central University team to resolve any issues that may arise with enrolments to modules or display of required content
   ▶ Provision of general advice and guidance to academic staff
   ▶ Auditing the information on display to ensure compliance with the approved ABS template and requirements

▶ Supporting key Programme Office activities as appropriate or necessary including induction and enrolment examinations and examination boards; examples include:

   ▶ Assessment marks entry and checking
   ▶ Production, checking, distribution of transcripts
   ▶ Photocopying paperwork for Exam Boards
   ▶ Archiving confidential materials

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	Educated to GCSE standard or equivalent English and Mathematics at Grade C or above	Application form
Experience	Relevant experience in a busy office environment which is subject to conflicting priorities Experience of successfully working in a customer facing role Knowledge and experience of using Microsoft Office	Application form and interview
Aptitude and skills	Strong interpersonal skills Excellent written communication skills Excellent organisational and time management skills Able to be methodical and accurate in recording information Ability to cope with a heavy workload to prioritise under pressure and to work to tight deadlines Ability to take initiative and work independently without close supervision Flexibility and willingness to work as a member of a team to achieve desired outcomes Excellent IT skills – standard office software and ability to use specialist software. High standards of integrity and trustworthiness in handling confidential information	Interview Application form and Interview

	Desirable	Method of assessment
Experience	Experience of using Blackboard	Application form and interview

How to apply

You can apply for this role online via our website www.aston.ac.uk/jobs. Applications should be submitted by 23.59pm on the advertised closing date. All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted. If you require a manual application form then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact Information

Enquiries about the vacancy:
Name: Ms Emma Szurminski
Job Title: Senior Programme Lead
Tel: +44 (0)121 204 3157
Email: e.l.szurminski@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:
Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional Information

Visit our website www.aston.ac.uk/hr for full details of our salary scales and benefits Aston University staff enjoy

Salary Scales: http://www.aston.ac.uk/staff/hr/payroll-pensions-and-benefits/salary-scales/

Benefits: http://www.aston.ac.uk/staff/hr/payroll-pensions-and-benefits/

Working in Birmingham: http://www.aston.ac.uk/birmingham/city-living/

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: Candidates who are not citizens of the United Kingdom, or another EEA member country, should check their eligibility to enter or remain 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

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 student 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.

An Equal Opportunities Monitoring Form is included within 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, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name

Full details of our terms and conditions of service and associated policies and procedures are available online at www.aston.ac.uk/hr