

Candidate Brief

Business Data Administrator

Reference: R180175

Salary: Grade 4, £16,654 to £18,777
per annum

Contract Type: Fixed Term (until 30
April 2019)

Basis: Full Time

Closing Date: 23.59 hours BST on
Thursday 26 April 2018

Interview Date: Monday 14 May
2018

EXCELLENT
DIFFERENT
DISTINCTIVE
ASTON



Job description

Job Purpose:

The Business Data Administrator will assist with the coordination of internal business engagement data, working closely with and supporting the Business Relationship Manager and other business-facing departments at the University. The post-holder will support the smooth and efficient management of this data, and provide a welcoming, flexible and responsive support service to Aston colleagues and external customers.

Main Duties/Responsibilities:

- ▶ Collecting and summarising data in relation to Aston University's interactions with business and identifying trends and patterns within this data.
- ▶ Using relevant databases including CRMs and MINT to support colleagues with data requests, providing a concise summary of interactions with businesses as and when requested.
- ▶ Preparing monthly and ad-hoc reports to demonstrate the performance of the University in relation to its business contacts.
- ▶ Collating and storing documents, contracts and agreements relating to business engagement in line with the University's policies and procedures.
- ▶ Monitoring and responding to incoming requests to the shared business mailbox.
- ▶ Working with the Business Relationship Manager to undertake market sector analysis and identify new business opportunities.
- ▶ Supporting business development activities as appropriate to help raise awareness of the products and services that the University offers.
- ▶ Supporting the University's Key Account Managers by preparing information about the University's interactions with the businesses for which they are responsible.
- ▶ Assisting with business engagement meetings, e.g. scheduling, booking rooms and preparing relevant materials.
- ▶ Completing monthly and ad-hoc data analysis of interactions with a defined set of businesses (University Key Accounts) as and when requested by the relevant Key Account Manager.
- ▶ Utilising reports to identify innovative solutions and ideas to improve processes and procedures relating to moving business enquiries around the University.
- ▶ Supporting internal and B2B marketing activities, e.g. updating University web pages for business and collating information for use in internal communications.
- ▶ Working collaboratively with other University employees (managers and non-managers) utilizing their experience to optimize and identify new services for business.
- ▶ Building strong professional relationships with colleagues to improve cross-school understanding and promote a culture of collaboration.
- ▶ Any other reasonable duties consistent with the nature and grade of the post.

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	Minimum A-level or equivalent.	Application form
Experience	<p>Work experience in an administrative role handling data.</p> <p>Experience of using corporate database systems to input, analyse and interpret data.</p> <p>Knowledge and experience of Microsoft Office packages.</p>	Application form and interview
Aptitude and skills	<p>Strong interpersonal skills.</p> <p>Excellent written and verbal communication skills.</p> <p>Excellent IT skills – Microsoft Office packages and ability to use databases.</p> <p>Able to be methodical and accurate in recording information.</p> <p>Excellent organisational and time management skills.</p> <p>Proactive and friendly ‘can do’ approach. Able to build positive relationships with colleagues at all levels and external business contacts.</p> <p>Ability to cope with a fast-paced environment, prioritise under pressure and to work to tight deadlines.</p> <p>Ability to take initiative and work independently without close supervision.</p> <p>Flexibility and willingness to work as a member of a team to achieve desired outcomes.</p> <p>High standards of integrity and trustworthiness in handling confidential information.</p>	<p>Interview</p> <p>Application form and interview</p>

	Desirable	Method of assessment
Education and qualifications	Educated to degree-level in a technical discipline.	Application form
Experience	Previous experience of working in a data administration role within Higher Education.	Application form
Aptitude and skills	<p>Ability to use software analysis packages such as SPSS for data analysis</p> <p>Understanding of CRM processes and systems.</p>	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: Emma Mason

Job Title: Business Manager

Tel: 0121 204 3448

Email: e.mason@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

