

Candidate Brief

Student Engagement & Experience Co- ordinator (maternity cover post)

Reference: R180207

Salary: £22,214 to £24,285 [grade 6]

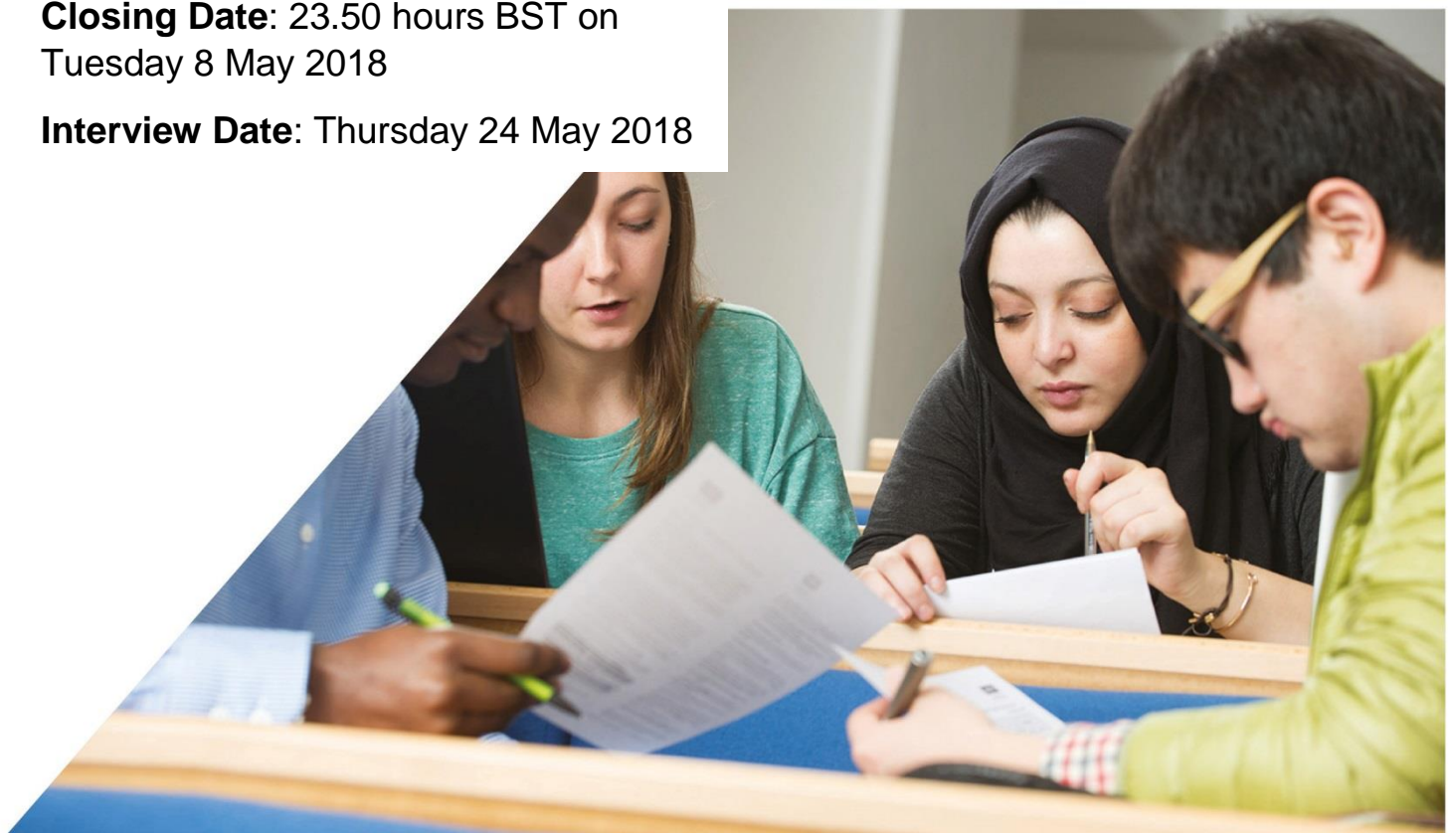
Contract Type: Fixed Term

Basis: Full Time

Closing Date: 23.50 hours BST on
Tuesday 8 May 2018

Interview Date: Thursday 24 May 2018

EXCELLENT
DIFFERENT
DISTINCTIVE
ASTON



Job description

Job Purpose:

To assist with the regular monitoring of student engagement by collecting and analysing data and advising students accordingly.

To be part of the team who coordinate the planning and delivering of the Aston Welcome programme for all new Aston University students.

To be part of the team who coordinate the planning and delivery of ongoing engagement activities throughout the year for all current students.

Main Duties/Responsibilities:

Student Engagement

- ▶ To ensure students who start to study at non-standard times of the year, receive the relevant and appropriate information regarding their engagement at the University.
- ▶ To arrange to see students who are at level 3 of the engagement process, advise them of University regulations regarding engagement and make appropriate referrals.
- ▶ To maintain and update the student engagement information on the Aston University web site and on MAP.
- ▶ To monitor the effectiveness of the student engagement process, maintain statistics and produce reports as required.
- ▶ To provide advice and support on student engagement issues and be responsible for queries to the Student Engagement shared email inbox.

Events

- ▶ To help plan and deliver Aston Freshers', the orientation and induction programme for all new students arriving at the University.
- ▶ To foster relationships and work collaboratively with a wide range of internal and external stakeholders such as Academic Schools, the Students' Union, the Multi-Faith Centre, transport companies and Birmingham International Airport, to facilitate successful programme delivery.
- ▶ To continue development of the 'New Students' sections of the Aston University web site, ensuring that all content is clear and accessible, in line with University guidelines on web authoring.
- ▶ To work with Marketing to provide and publish information regarding events and activities on the University and Hub Social Media sites.
- ▶ To help plan and run relevant training for casual staff to support the activities.
- ▶ To monitor the effectiveness of events and activities, maintain statistics and produce an annual Aston Freshers' Weel report, including recommendations for developing the programme for the continual improvement of the student experience.
- ▶ To ensure students who start at non-standard times of the year receive appropriate advice, support and induction to the central University processes.

General

- ▶ To support and promote the work of Student and Academic Services by contributing to, and maintaining, the cohesive student support environment that our students expect and deserve in order to enhance the student experience at the University.
- ▶ To undertake appropriate training and development in order to meet the requirements of the post, the aims of the annual Performance Development Review and in line with management initiatives such as Aston 2020.
- ▶ To undertake any other duties and responsibilities, commensurate with 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	Qualified to a minimum of A level or equivalent.	Application form
Experience	<p>Experience in a student facing role in Higher Education.</p> <p>Experience of project or events management</p> <p>Experience of dealing with large volumes of data, working with Excel spreadsheets including extracting and comparing data from a number of sources for analysis</p> <p>Ability to perform effectively in a busy work environment, to manage a diverse workload and respond to frequently changing priorities without constant supervision.</p> <p>A sound working knowledge of Microsoft Office products e.g. MS Project, Word, Excel and PowerPoint and the ability to use an electronic case recording system.</p>	Application form and interview
Aptitude and skills	<p>An interest in the issues experienced by students and the drive and ambition to make a positive difference to their HE experience.</p> <p>A high standard of written and spoken English, with the ability to produce clear and concise written material, such as reports and note taking in meetings.</p> <p>A self-confident, enthusiastic and dependable approach with an ability to work collaboratively, as a member of a team.</p> <p>Strong interpersonal skills, including the ability to communicate confidently and effectively with a broad range of people and clients from a wide variety of backgrounds with tact, diplomacy, empathy and patience.</p> <p>A focus on personal development, attendance on relevant training courses and a willingness to undertake training to improve his/her skills base</p>	Interview

	Desirable	Method of assessment
Education and qualifications	<p>An advice based qualification and/or a qualification concerning events management.</p> <p>A language qualification other than English</p>	Application form
Experience	<p>Knowledge of University systems (such as SITS), of student portals and of the CELCAT room booking software.</p> <p>Experience of the induction and arrival process in HE.</p> <p>Writing and updating web pages and the use of Social media in a professional context. Analysing the success of web based communications.</p> <p>The management of temporary or student staff.</p> <p>Experience of delivering training</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: Christina Matthews
Job Title: Head of International Student Services
Tel: (0)121 204 4789
Email: c.j.matthews@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

