

Reference: R200351

Salary: Grade 5 (£20,130 to £22,417) per annum

Contract Type: Continuing

Basis: Full Time (36.5 hours per week)

Closing Date: 23:59 BST on 4 December 2020

Interview Date: 14 January 2021

Timetabling and Engagement Assistant

Job description

Job Purpose:

To support room bookings for teaching and non-teaching events.

To act as a point of contact for students with enquiries about their student attendance record (for non-Tier 4 and non-compulsory attendance programmes only).

Provide administrative support to the Timetabling Team.

Main Duties/Responsibilities:

- To support the timetabling team with room scheduling and booking as required.
- To support the University and external stakeholders with room booking for all teaching spaces
- To support the arrangement of all student room booking.
- To operate a help desk for room booking queries from staff e.g. problems with the room such as general maintenance, requests for porters or AV-support.
- Support the reliable delivery of timetabled teaching, internal and external events through efficient and accurate room bookings.
- To liaise with Estates and Digital Services and other departments as appropriate
- To be the first point of contact for students with enquiries about their Attendance Recording record (i.e. My Attendance).
- To respond to enquiries about room booking and attendance recording, escalating to the Timetabling and Engagement Administrator and Timetabling officers as appropriate.
- To ensure that room booking processes and procedures work effectively and efficiently to enhance student and staff experience.
- To ensure that room booking and the University Event policy, particularly but not exclusively, in relation to the Prevent Duty is adhered to.
- Provide basic instruction to new and existing members of staff across University on the use of the online timetabling system from prepared guidance material.
- To support the Timetabling Officers in the process of checking students timetables for accuracy and errors.
- Be a supportive and fully participative member of the timetabling team.
- Any other duties commensurate with the scope and grade of the role.

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 Level 3 (i.e. GCSE) or equivalent	Application form
Experience	Proven administration experience in a busy customer focused environment Experience of maintaining administration systems	Application form, interview
Aptitude and skills	Good organisational, time management and prioritisation skills Good verbal and written communication skills. Good interpersonal skills (able to interact with a range of people from different backgrounds). Proactive, positive and enthusiastic approach. Flexible and adaptable approach. Ability to work as a team member, support other colleagues and actively contribute to the overall effectiveness and responsiveness of the administrative team. Professional approach including a proven ability to manage sensitive or confidential information.	Application form, interview

	Desirable	Method of assessment
Experience	Experience of using database systems in a work environment including entering, accessing and monitoring data.	Application form, interview and presentation

	Desirable	Method of assessment
	Experience of contributing to the development and implementation of administrative systems and procedures.	

How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/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 jobs@aston.ac.uk.

Contact information

Enquiries about the vacancy:

Name: Benedict van der Linde

Job Title: Advice Zone Manager

Email: b.van-der-linde@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via jobs@aston.ac.uk or 0121 204 4500.

Additional Information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

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.

e 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 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.

Data Protection Act 1998: Your personal data will be processed in compliance with the DPA and from 25 May 2018 with the GDPR. The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. 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.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

