Student Support Coordinator

Candidate brief

Job description

Job Purpose:

Provides support to the Student Support Lead and Student Support Officers in the provision of a professional administrative service for members of academic staff teaching on and students enrolled on Full-time and Executive Part-time MBA Programmes, MBA Management of Manufacturing and MBA Healthcare Management Programmes, Degree Apprenticeship Programmes and Aston Online Programmes within the College of Business and Social Sciences.

Main Duties and Responsibilities

- ▶ Assists with the maintenance of up-to-date and accurate confidential student records including the processing of withdrawals, leave of absence and transfers and monitoring of student end dates.

- ▶ Supports the Programme Directors in providing relevant and timely responses to student queries and disseminates information relating to careers activities, Alumni and Networking sessions, guest speakers and other ad hoc events.

- ▶ Provides support for the Virtual Learning Environment (Blackboard). Ensures both staff and students have the correct access to the VLE modules for teaching and learning proposes.

- ▶ Creates, populates and maintains student teams and discussion boards to enable synchronous group work for online learning. Ensures students have up to date and timely information relating to the schedule of webinars.

- ▶ Responsible for servicing campus based and webinar based Staff/Student Consultative Committees.

- ▶ Requests assessment briefs for non-standard modules from members of academic staff and formats these to a standard template. Responsible for organising the purchase and distribution of case-studies associated with the assessment of non-standard modules.

- ▶ Schedules dates for submission of assessments in accordance with the assessment package and ensures submission links for non-standard modules are set up on Blackboard in an accurate and timely manner. Sets up marking groups for multiple markers.

- ▶ Records exceptional circumstances claims and resultant decisions on the University database. Tracks submission of assessments and applies late submission penalties.

- ▶ Enters assessment marks on the University student records system. Provides administrative support for Examination Boards, Reconvened Boards and Representation Boards.

- ▶ Co-ordinates the provision of feedback for students including uploading graphs showing the distribution of marks by module and generic feedback on performance on the Blackboard module, providing copies of assessments in electronic form to facilitate lecturer feedback to students.

- ▶ Tracks the submission of students' Projects and processes requests for additional time in which to submit. Maintains submission date information on the appropriate databases. Maintains a Blackboard Library of past projects and dissertations.

- ▶ Provides support for the organisation of Induction and Study Weekend events including booking rooms, catering and overnight accommodation as appropriate. Attendance during some weekends and evenings will be required.

- ▶ Provides support for the organisation of student Study Visits to partner institutions including booking flights and transfers and hotel accommodation.

- ▶ Any other duties as specified by the Student Support Lead and Programme Manager

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	A-level or equivalent GCSE Grade C or above in Maths and English	Application form
Experience	Experience of working in an administrative role within the HE sector. Experience of providing excellent customer service.	Application form and Interview
Aptitude and skills	Excellent written and verbal communication skills. Organise and prioritise workload with minimal supervision and the ability to work to tight deadlines. Excellent IT Skills including use of Microsoft Office packages High standards of integrity and trustworthiness in managing confidential student records. Ability to work on own initiative and as part of a team.	Application form and Interview

	Desirable	Method of assessment
Education and qualifications	IT qualification (GCSE, ECDL etc)	Application form
Experience	Experience of exams and assessments processes. Experience of Committee Servicing	Application form and Interview
Aptitude and Skills	Knowledge of SITS Student Records System and Blackboard VLE	Application form and Interview

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: Mel Neale
Job Title: Student Support Lead
Email: m.neale@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.

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 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: Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("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