

Reference: R210064

Salary: £23,067 - £25,217 FTE (Grade 6)

Contract Type: Fixed Term (12 Months)

Basis: Part-Time (0.5 FTE – 18.25 hours per week)

Closing Date: 26 February 2021

Interview Date: TBC

Hub Receptionist and Administrator



Job description

Job Purpose:

To contribute to the delivery of a professional student support service, providing administrative and secretarial support to the specialist staff. The post holder will also be a proactive member of a small team of reception staff at the Hub reception desk, greeting and assisting students, staff and visitors who approach The Hub for help. To provide an inspirational and supportive experience to students ensuring high student satisfaction through the excellence of the service.

Main Duties and Responsibilities

- To greet all visitors to the Hub in a professional and friendly manner ensuring excellent customer care.
- To provide administrative support to the specialist staff.
- To be the first point of contact for the Hub's student service areas, taking phone calls, responding to emails, dealing with in person enquirers and making arrangements to ensure their query is appropriately resolved.
- To arrange for students to see an appropriate adviser in any of the Hub's student services by making an appointment or by arranging immediate assistance for a student with an urgent problem. This task requires the post holder to assess the degree of need in a particular individual who approaches The Hub Reception.
- To provide information and assistance to students and liaise with colleagues to ensure student issues are resolved promptly and efficiently.
- To work flexibly as a member of the Hub Reception Team, providing cover as and when required whilst being predominantly based at the Reception Desk
- To maintain confidential diaries for the various Hub services, and write confidential letters as necessary
- To assist with the day-to-day functions of the Hub Reception including printing letters, giving directions, typing emails and keeping the reception area and interview rooms clean and tidy.
- To work as part of the reception team, assisting the other receptionists in raising requisitions for goods, booking training courses, booking rail travel and in ordering stationery.
- Maintain and update statistical data relating to the number and nature of enquiries received.
- To post letters to international students using the DHL courier service.
- To assist with note taking for meetings should it be required
- Other duties as required as requested by the Line 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	<p>Educated to GCSE/A-Level standard or equivalent.</p> <p>GCSE Grade C or above in English and Mathematics or equivalent.</p>	Application form
Experience	<p>Experience of working in an administrative role in a busy customer-focused environment.</p> <p>Experience of working in a multi-cultural organisational setting.</p>	Application form and interview
Aptitude and skills	<p>Excellent written skills</p> <p>Excellent verbal communication skills including a friendly telephone manner</p> <p>Excellent IT skills, including Microsoft Office.</p> <p>Able to work productively as part of a team, able to work flexibly to support colleagues</p> <p>Good organisational skills with a methodical and accurate approach.</p> <p>Able to maintain discretion and confidentiality when dealing with sensitive issues.</p> <p>Ability to remain calm, polite and welcoming especially during peak periods.</p> <p>Ability to deal with multiple tasks and priorities</p>	Application form and interview
Other	<p>Ability to demonstrate initiative and exercise good judgement</p> <p>Cultural awareness and strong interpersonal skills</p> <p>Available for occasional evening and weekend work.</p> <p>Proactive, positive and enthusiastic approach. Able to develop new ideas and improvements</p>	Application form and interview

	Desirable	Method of assessment
Education and qualifications	First Aid certificate	Application form
Experience	Experience of record keeping and/or databases	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: Benedict van der Linde

Job Title: Advice Zone Manager

Tel: 0121 204 4007

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:

Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage <https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in 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. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:

Skilled Worker Visa

<https://www.gov.uk/skilled-worker-visa>

Global Talent Visa

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.

<https://www.gov.uk/global-talent>

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>



