Aston University
BIRMINGHAM UK

UNIVERSITY OF THE YEAR 2020 — The Guardian

Reference: R210115

Salary: Grade 7 (£26,715 to £31,866 per annum)

Contract Type: Fixed Term for 12 months

Basis: Full Time (36.5 hours per week)

Closing Date: 23:59 BST on 18 May 2021

Interview Date: TBC

Support Analyst

Candidate brief

Athena SWAN Silver Award

Job description

Job Purpose:

The post will support the achievement of the Aston Strategy 2018 to 2023, through the provision of technical advice and support relating to student systems to staff and students across the University. The post holder will support the delivery of key business critical events such as Clearing and Enrolment as well as the provision of training and support relating to the My Aston Portal (MAP) and the SITS student records system.

Main Duties and Responsibilities

- As a member of the Corporate Student Systems team, provide technical advice and support relating to student systems to staff and students across the University via the Top Desk case management system.
- Maintaining comprehensive and timely case notes on the designated service management system.
- Liaise with users, departmental representatives and 3rd party suppliers.
- Understand customer needs and contribute to identifying areas for service improvement.
- Respond to work requests relating to high profile student systems and process development.
- Provide advice in relation to information flows to, from and between systems and contribute to the overall integrity of the data used by systems.
- Contribute to the design, development, testing and implementation of solutions and enhancements to student systems, including SITS:Vision, e:Vision and related systems as appropriate.
- Contribute to a regular schedule of system maintenance, upgrades and testing.
- Write and maintain system documentation.
- Undertake general duties required of all staff, including involvement in enrolment, and re-enrolment of students.
- Undertake such other duties as may from time to time be required.

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	An honours degree or equivalent qualification.	Application form
Experience	Experience of system development. Advanced user of data records and management information systems (such as SITS). Analytical ability and attention to detail and accuracy. Experience in a similar role. Ability to work on own initiative and meet set deadlines that are often tight. Good communication skills, and the ability to interact with and communicate complex issues to internal colleagues. Ability to work effectively with colleagues particularly with regard to systems development and improvement. Attention to detail and accuracy. General IT skills including familiarity with MS office suite, web publishing, and email.	Application form and interview

	Desirable	Method of assessment
Experience	Experience in, or understanding of, the Higher Education Sector.	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: Ruth Hall
Job Title: Head of Planning and Student Management Information
Email: r.hall@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