



IMPACT

Programmes Assistant

Reference: R210183

Salary: £20,130 to £22,417 – Grade 5

Contract Type: Continuing

Basis: Full Time

Job description

Job Purpose:

You will assist the administration of the College's programmes working closely with and supporting other colleagues in the College Office team, academic staff, and senior College managers.

You will support the smooth and efficient running of the College Office, the Research Office and the operation of the College's administrative responsibilities providing a welcoming, responsive, flexible, and effective support service to staff, students, visitors, and other customers.

Main duties and responsibilities

- ▶ To be a key point of contact for students, staff, visitors, and other customers dealing efficiently and sensitively with enquiries in person at the Reception, or by telephone, post and e-mail and other virtual systems providing help, information, and advice where possible. The post holder will need to use discretion in deciding when to refer queries to other administrative or academic colleagues.
- ▶ To provide a range of assistance to the management, operation, and delivery of the College's programmes working closely with academic staff, administrative colleagues and other support staff including:
 - Producing and providing material in electronic or hard copy formats including regular use of Blackboard, the University's VLE.
 - Providing information and responding to various requests for advice and assistance
 - Preparing for, organising, and assisting with various meetings, activities, and events
 - Maintaining, amending, and checking student, programme, module and assessment records including regular use of the University's SITS system
 - Supporting student induction and enrolment arrangements
 - Collecting, recording, and distributing student work and other documentation
 - Supporting assessment arrangements, including: the preparation of examination papers and assessment material, organisation of assessment activities, processing of marks, operation of examination boards
 - Assisting with the monitoring of student attendance, recording of student engagement and absence and student tracking processes
 - Room booking arrangements as required.
- ▶ To assist and cover for other administrative colleagues as part of a flexible and responsive administrative team, supporting the operation of the College Office and a range of functions and responsibilities working closely with other colleagues.

- ▶ To provide a range of support to subject teams and relevant senior managers and officers including maintaining diaries, arranging meetings, receiving visitors, liaising with contacts, distributing post, dealing with correspondence, and taking on various appropriate delegated duties and responsibilities.
- ▶ To support the operation of the College's Research Office and other key administrative services assisting with various duties and requirements.
- ▶ To liaise with and respond to external contacts, enquirers or organisations relevant to the School and its programmes including visitors, external lecturers, examiners, and professional bodies
- ▶ To provide secretarial support to examination boards, meetings and committees as required.
- ▶ To support student DBS, occupational health and fitness to practice processes as required.
- ▶ To support a range of College and University administrative projects, events, and activities
- ▶ Any other reasonable duties that may be delegated from time to time from the Director of Operations, Executive Dean, Deputy Deans, Associate Deans, Senior Administrative team leaders and other colleagues consistent with the nature and grade of 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	Minimum GCSE standard or equivalent in Mathematics and English	Application form
Experience	<p>Experience in a reception and/or customer service role</p> <p>Work experience in an administrative role in a large professional organization, dealing with a wide range of staff and customers</p> <p>Experience of using corporate database systems and web-based systems including entering, accessing, and managing data.</p>	Application form and interview
Aptitude and skills	<p>Strong team player with a flexible and adaptable approach. Happy to work with and support other colleagues and actively contribute to the overall effectiveness and responsiveness of the administrative team</p> <p>Clear customer services focus; able to relate to a wide range of people including students, senior staff, and external contacts.</p> <p>Excellent IT skills including use of Microsoft Office packages and corporate systems.</p> <p>Excellent interpersonal and communication skills.</p> <p>Confident, diplomatic, and professional but with a welcoming and friendly approach.</p> <p>Problem solving skills – confident in finding solutions without continual reference to others</p>	Application form and interview

	Essential	Method of assessment
	<p>Proven organisational, time management and prioritisation skills and able to multi-task effectively.</p> <p>Ability to work calmly and effectively under pressure and maintain a high level of accuracy and concentration.</p> <p>Proactive, positive, and enthusiastic approach. Able to develop new ideas and improvements.</p> <p>Able to work effectively on your own or with others under minimum supervision</p> <p>Need to be flexible in working hours to cope with busy periods or demands.</p>	

	Desirable	Method of assessment
Education and qualifications	Minimum A Level or equivalent	Application form
Experience	<p>Worked in academic administration role in Further or Higher Education.</p> <p>Work experience of student or course administration</p> <p>Committee servicing experience, including producing formal agendas, minutes, and other documentation in a timely manner.</p>	Application form and interview
Aptitude and Skills	Proficient in use of student record systems and virtual learning environments (VLEs).	Application form and interview

	Desirable	Method of assessment
	<p>Experienced and high level of competence in using SITS and Blackboard</p> <p>Experience of using CELCAT or other timetabling systems</p> <p>Proven ability to manage sensitive or confidential information</p>	

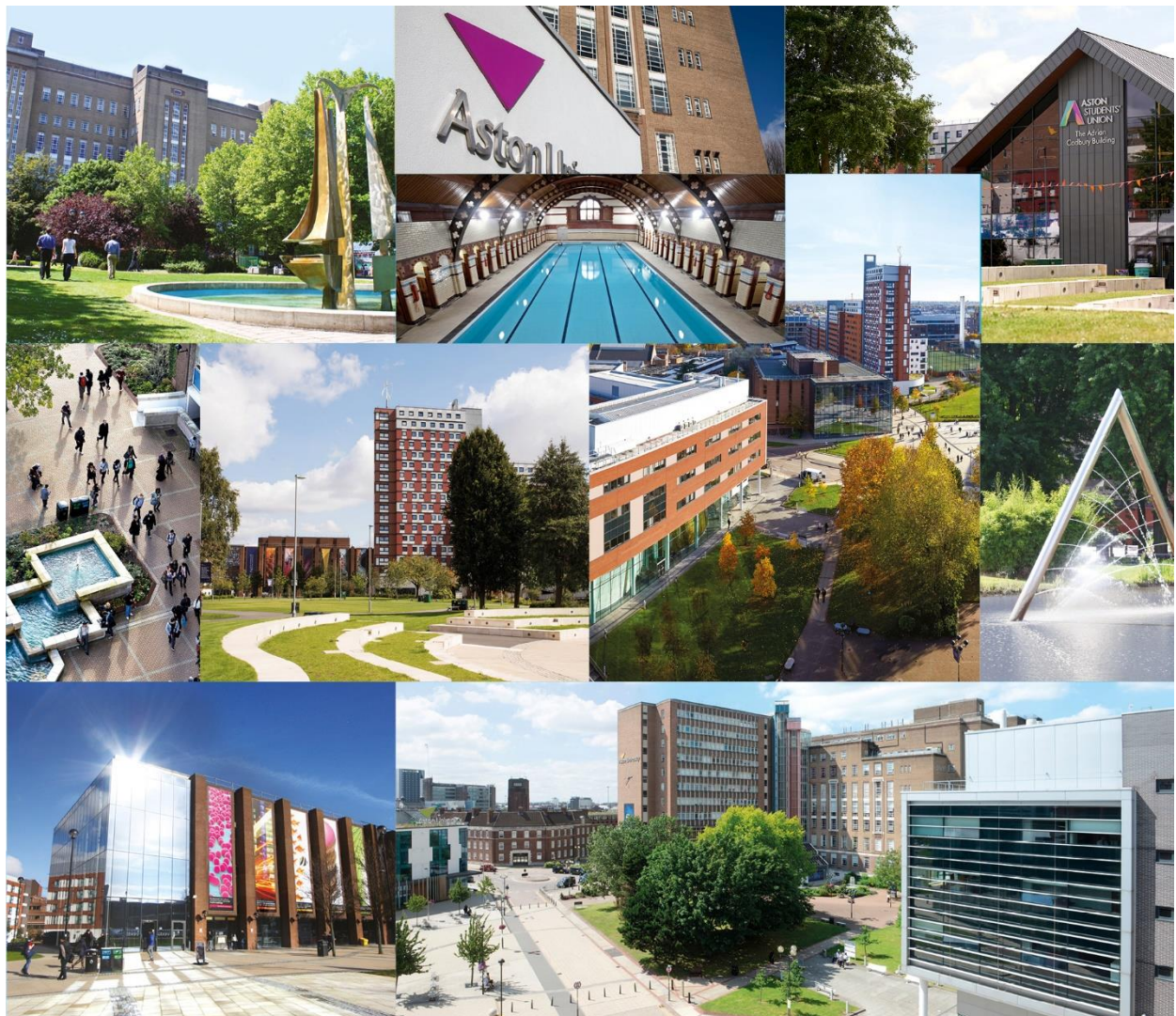
How to apply

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

Applications should be submitted by 23:59 GMT 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: Trevor Knight
Job Title: Director of Operations
Email: t.knight@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, including meeting the English Language 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>

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