



# IMPACT

## Customer Experience Assistant

**Reference:** R210186

**Salary:** £17,682 to £19,612 – Grade 4

**Contract Type:** Fixed term until 17<sup>th</sup> December 2021

**Basis:** Full Time

# Job description

## Job Purpose:

This key role supports the Careers and Placements team by delivering a face to face customer service experience, dealing with a volume queries from students, staff, employers and visitors. Confident in both demeanour and the use of technology, the Customer Experience Assistant will be responsible for ensuring a successful customer experience by signposting information and services available as appropriate, booking appointments, workshops and answering incoming queries online, on the telephone and face to face.

## Main duties and responsibilities

- ▶ When in the office, ensuring the timely opening and closing of the Careers and Placements centre, staff the front information desk; being the first point of contact for students, staff and visitors.
- ▶ Investigate, diagnose and respond to queries from students and external companies face to face and via the telephone or virtually. Currently this service is delivered virtually.
- ▶ Responsible for an effective customer journey within the centre, both at the front desk and within the wider environment.
- ▶ Ensure that the centre is always well presented and stocked with the most up to date and relevant publications. Administer the loan library, monitor security and safety risks within the centre and engage with continuous improvements activity.
- ▶ Contribute to the maintenance and reporting of data in the Aston Futures database by ensuring appointments are logged, drop-ins are scheduled, and queries are channelled towards the appropriate Aston Futures operators.
- ▶ Attend team and departmental meetings as required.
- ▶ Working closely with the Employer Data Manager, ensure effective training and access to Aston Futures (Target Connect) system for new starters.
- ▶ Assist with student and employer events where appropriate.
- ▶ Liaise with Estates and Digital Services to resolve any technical issues that may arise in the centre.
- ▶ Once the Centre has reopened, oversee the administration of the Careers and Placements satisfaction survey.
- ▶ Assist in the delivery of projects aimed at the continuous improvement of customer service within Careers and Placements

# Person specification

	Essential	Method of assessment
<b>Education and qualifications</b>	5 GCSEs at grades A-C including English and Maths	Application form
<b>Experience</b>	<p>Experience of dealing with a wide range of customer queries</p> <p>Experience of signposting to a breadth of appropriate solutions</p> <p>Ability to assimilate information quickly in order to identify appropriate solutions</p>	Application form and interview
<b>Aptitude and skills</b>	<p>Confident demeanour</p> <p>Ability to communicate effectively orally and in writing to a range of stakeholders to include; students, staff, employers and visitors</p> <p>IT literate – competent in the use of Word and excel for basic reporting and provision of data</p> <p>Well organised with good time management skills, acts independently and on their own initiative.</p>	Application form and interview

	Desirable	Method of assessment
<b>Education and qualifications</b>	'A' Levels (any subjects)	Application form
<b>Experience</b>	<p>Experience of Higher Education or similar setting</p> <p>Experience of resolving problems or dealing successfully with unsatisfied customers</p>	Application form and interview

	Desirable	Method of assessment
<b>Aptitude and Skills</b>	Experience of working with Customer Relationship Management (CRM) systems	Application Form



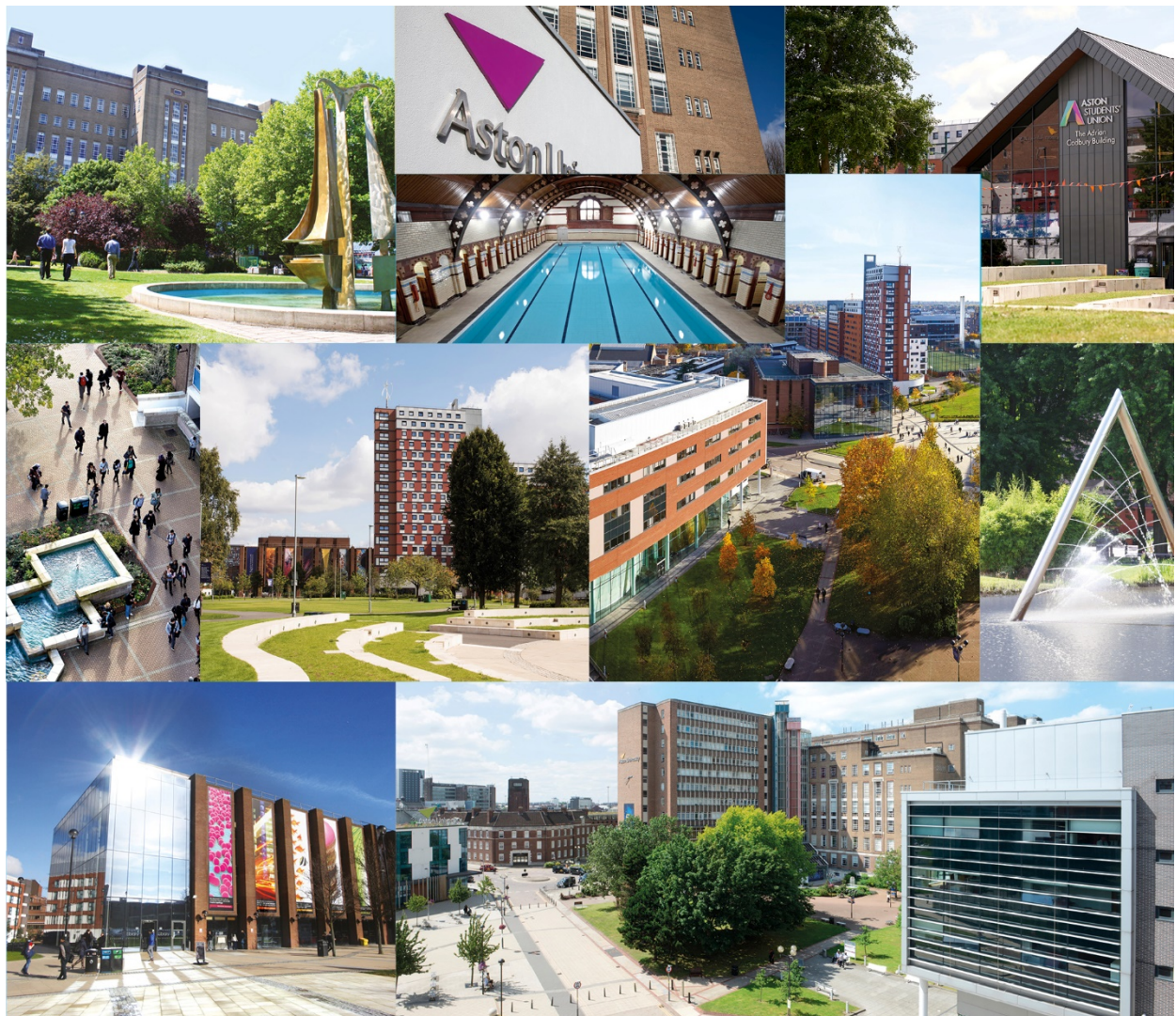
# How to apply

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 on the advertised closing date.  
All applicants must complete an application form.

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](mailto:jobs@aston.ac.uk).



# Contact information

## Enquiries about the vacancy:

Name: Rhys Mason – Dunn

Job Title: Operations, Data and Projects Manager

Email: [r.mason-dunn1@aston.ac.uk](mailto:r.mason-dunn1@aston.ac.uk)

## Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [jobs@aston.ac.uk](mailto: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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**aston.ac.uk**



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gets real.**