



IMPACT

Job Title

Reference: R210198

Salary: Grade 5, £20,130 to £22,417 per annum

Contract Type: Continuing

Basis: Full Time

Job description

Job Purpose:

To act as a welcoming and professional first point of contact for all students, staff and visitors to the College of Engineering and Physical Sciences and providing general front of house duties and supporting the delivery of services offered to students and staff.

Main duties and responsibilities

- ▶ Providing a professional, high quality and responsive reception service to visitors, staff and students, including important guests who will have special arrangements in place.
- ▶ Dealing with a diverse range of queries, taking messages or referring callers on as appropriate.
- ▶ Managing Reception mailbox, directing and following up student queries as appropriate
- ▶ Holding room booking systems, making meeting arrangements and organising other facilities as needed.
- ▶ Maintaining visual displays within the reception area, in liaison with the College Marketing Officer, and other parties from within the University to ensure visitors have appropriate information and that this is within the corporate and College styles.
- ▶ Referring visitors to appropriate sources of further assistance such as Programme Administrators, Pastoral Support, and other members of staff as required and through developing an understanding of the roles of others within the College.
- ▶ To undertake a range of secretarial and administrative duties to support the activities of the support team as a whole including, photocopying, filing, typing, sending out correspondence, scanning documents and arranging couriers.
- ▶ To take delivery of goods and consumables at Reception and to ensure that they are delivered to the correct recipient. In some cases, to deal with incorrectly delivered items.
- ▶ To deal with issues and maintaining the two printing machines/copiers in the College Centre.
- ▶ To be vigilant about maintaining security and cleanliness in the Reception area of the College Office; ensuring that issues are appropriately handled and reported to staff and/or Security as appropriate.
- ▶ Working flexibly as a member of the administration team, providing cover to other areas of the wider support team as needed and equally receiving support from other areas at times of high workload or absence

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	GCSE or equivalent Maths and English at grade C or above.	Application form
Experience	General all round office experience of secretarial and administrative duties, eg, photocopying, filing, typing, sending out correspondence, scanning documents and arranging couriers. Customer service experience, ideally in a reception setting.	Application form and interview
Aptitude and skills	Excellent verbal communication skills. Ability to remain calm and professional under pressure. Good written communication skills and the ability to deal and follow up student and visitor queries. Ability to maintain an efficient room booking system. Experience of working in a team structure. Welcoming and professional approach. Discretion and diplomacy.	Interview Application Form Interview

	Desirable	Method of assessment
Education and qualifications	ECDL or equivalent.	Application form
Experience	Experience in working as a Receptionist. SITS – Experience.	Application form and interview

How to apply

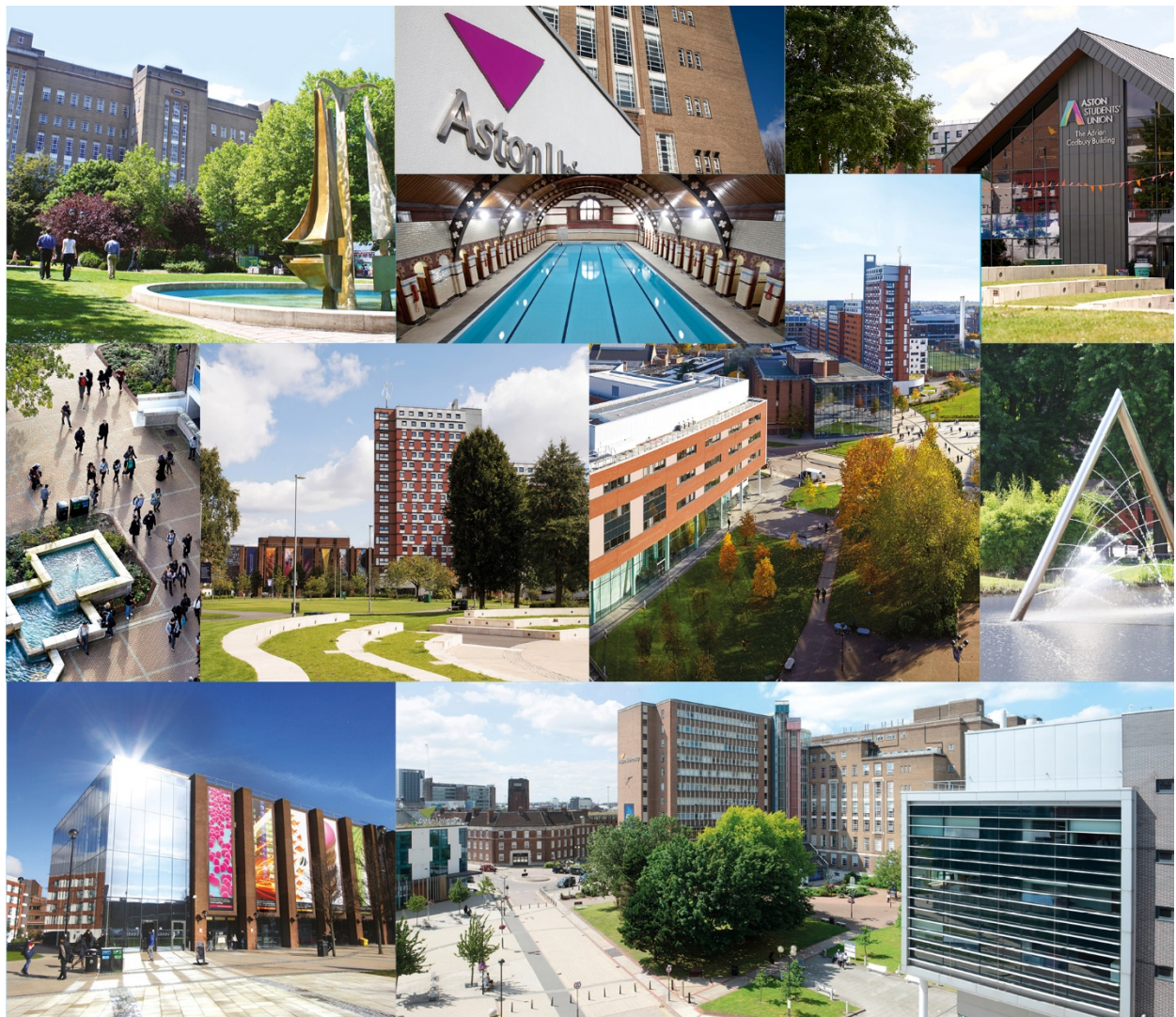
You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23:59 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: Nadia Bareford

Job Title: Executive Assistance to PVC and Executive Dean

Email: n.bareford@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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aston.ac.uk



**Where change
gets real.**