



IMPACT

Student Support Co-Ordinator

Reference: R220381

Salary: £23,487 to £25,627 per annum. Grade 6, depending on experience

Contract Type: Full Time

Basis: Continuing

Job description

Job Purpose:

You will provide student information, support and guidance and maintain accurate student and programme data.

You will assist with 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 and the operation of the College's administrative responsibilities providing a welcoming, responsive, flexible, and effective service to staff, students, visitors, and other beneficiaries.

Responsible to: Student Support Lead.

Main duties and responsibilities

- ▶ Be a primary point of contact for students, staff, visitors, and other customers dealing efficiently and sensitively with enquiries providing help, information, support, and advice where possible. The post holder will need to use discretion in deciding when to refer queries to other administrative or academic colleagues.
- ▶ Maintain, amend and check student, module and programme records including regular use of the University's SITS system. You will also coordinate changes to student status and student fees and record queries liaising with other colleagues and departments as necessary.
- ▶ Provide a range of assistance in 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 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.
 - Supporting student induction and enrolment arrangements.
 - Collecting, recording and distributing student work and other documentation.
 - Assisting with the monitoring of student attendance, recording of student engagement and absence and student tracking processes.
 - Room booking arrangements as required.
- ▶ Maintain and provide key programme and student information and statistics working closely with other colleagues.
- ▶ Assist the Student Support Lead in coordinating the College's student engagement and representation activities working closely with Students' Union, other staff, and University departments.
- ▶ Coordinate and maintain the College's student support and communication sources providing students with useful information and guidance and rapidly dealing with enquiries.

- ▶ Support College assessment arrangements, including: the preparation of examination papers and assessment material; organisation of assessment activities; entering, checking and processing of marks and results; and the operation of examination boards.
- ▶ Support the processing of student results within set deadlines and guiding students on results including options available to them.
- ▶ Liaise with and respond to external contacts, enquirers, or organisations relevant to the College and its programmes including visitors, external lecturers and professional bodies.
- ▶ Provide secretarial support to examination boards, meetings and committees as required.
- ▶ Coordinate and support student DBS, occupational health and fitness to practise processes as required.
- ▶ 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.
- ▶ Support a range of College and University administrative projects, events and activities.
- ▶ Any other reasonable duties that may be delegated commensurate 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 | <ul style="list-style-type: none"> ▶ 'A' Level standard or equivalent relevant experience. ▶ Minimum GCSE standard or equivalent in Mathematics and English. | Application form |
| Experience | <ul style="list-style-type: none"> ▶ Experience in a reception and/or customer service role. ▶ Work experience in an administrative role in a large professional organisation, dealing with a wide range of staff and customers. ▶ Experience of contributing to the development and implementation of administrative systems and procedures. ▶ Experience of using corporate database systems including entering, accessing and managing data. | Application form and interview |
| Aptitude and skills | <ul style="list-style-type: none"> ▶ 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. ▶ Clear customer services focus; able to relate to a wide range of people including students, senior staff and external contacts. ▶ Confident, diplomatic and professional but with a welcoming and friendly approach to staff, students, visitors and colleagues. ▶ Professional approach including a proven ability to manage sensitive or confidential information. ▶ Excellent IT skills including use of Microsoft Office packages and corporate systems. | Application form and interview |

| | Essential | Method of assessment |
|--|--|----------------------|
| | <ul style="list-style-type: none"> ▶ Competent in the use of SITS or other student records systems and virtual learning environments (VLEs) or a demonstrable ability to master these and other relevant core University systems quickly. ▶ Excellent interpersonal and communication skills. ▶ Problem solving skills – confident in finding solutions without continual reference to others. ▶ Strong organisational, time management and prioritisation skills and able to multi-task effectively. ▶ Ability to work calmly and effectively under pressure and maintain a high level of accuracy, attention to detail and concentration. ▶ Proactive, positive and enthusiastic approach. Able to develop new ideas and improvements. ▶ Able to work effectively on your own or with others under minimum supervision. ▶ Need to be flexible in working hours to cope with busy periods or demands. | |

| | Desirable | Method of assessment |
|-------------------------------------|---|--------------------------------|
| Education and qualifications | <ul style="list-style-type: none"> ▶ Degree level or equivalent. | Application form |
| Experience | <ul style="list-style-type: none"> ▶ Worked in academic administration role in Further or Higher Education. ▶ Work experience of student or course administration. ▶ Committee servicing experience, including producing formal agendas, minutes and other documentation in a timely manner. | Application form and interview |

| | Desirable | Method of assessment |
|----------------------------|--|--------------------------------|
| Aptitude and skills | ▶ Experience of using CELCAT or other timetabling systems. | Application form and interview |

How to apply

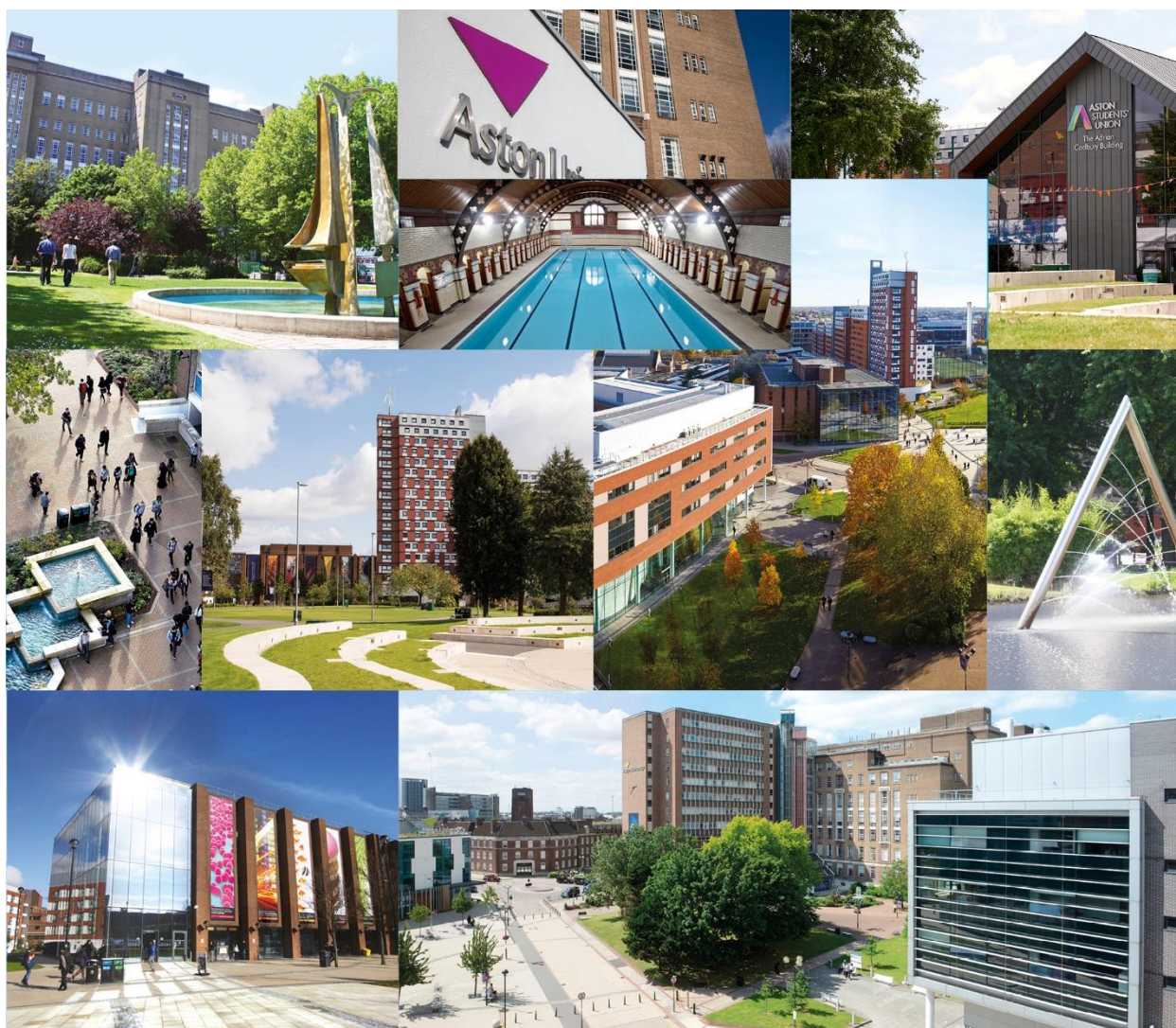
You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23:59hrs 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>

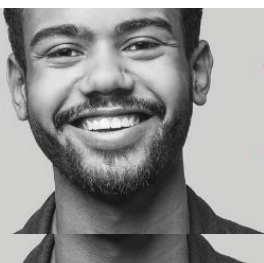
Aston University

Birmingham

B4 7ET, UK.

+44 (0)121 204 3000

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**Where change
gets real.**