IMPACT

Advice Manager

Reference: R220510

Salary: £43,414 to £51,805 per annum. Grade 9, depending on experience

Contract Type: Continuing

Basis: Full-time

Job description

Job Purpose

To have the student experience as the central tenet that runs through the advice teams and interactions provided by those teams in line with the new Student Centre. The two advice teams currently run independently, and are branded as being part of The Hub, but this will change within the next eighteen months and this role is central to ensuring that the services offered are run cohesively to offer the best possible student experience.

The postholder will require a positive approach to change and opportunity; and a creative, motivational, and decisive mindset to ensure that the quality of service offered matches the excellence and expectations of our students, providing an integrated administrative experience for all users of our services.

This role will manage two advice services, which are key services at Aston University. To report to and liaise with the Director of Student Experience to ensure the smooth and effective work of these services. To develop customer service strategies and to respond promptly to urgent situations and changes in student demand.

Main duties and responsibilities

Generally
- ▶ To be a full participating member of the Directorate of Student and Academic Services
- ▶ To be responsible for the operational service delivery of the Student Advice Team and International Student Advice Team, ensuring that all aspects of the teams' work are anticipated and planned – including optimum deployment of staff and space resources
- ▶ To ensure that all the advice teams are working together in a consistent and holistic manner to support the student experience.
- ▶ To work closely with the Head of Student Centre Services, to develop customer service strategies to ensure that all the teams working from the Student Centre continue to develop in our fast changing environment.
- ▶ Horizon-scanning for national and global developments, changes in national legislation and polices to develop new services needs.
- ▶ To develop and be accountable for a team and culture that supports students in resolving any difficulties or concerns as they arise, including the timely and accurate referral and/or signposting to relevant teams.
- ▶ To ensure that strong leadership is provided for the Student Advice and International Student Advice teams, both individually and collectively by appropriate encouragement, support and personal example.
- ▶ To ensure uninterrupted provision of support to the various teams, particularly in the case of staff absence or during peak periods of demand
- ▶ To hold regular 121s with direct reports: to conduct annual appraisals and interim review meetings and to identify staff support and training needs.
- ▶ To produce reports and make presentations on behalf of the Advice Teams when required

- To work closely and collaboratively with all the Directors in Student and Academic Services to ensure that the student experience and wellbeing and of students is a key priority.
- To support and promote the work of the teams by contributing to and maintaining the cohesive student support environment that our students expect and deserve in order to enhance the student experience at the University.
- To ensure uninterrupted provision of student services across the Advice Teams in the case of staff absences or during peak periods of demand.
- To ensure that the Advice Teams are compliant and up to date with relevant legislation such as UKVI or Student Finance changes.
- To take on a caseload of Advice appointments in both International and Student Advice, and be a sounding board for the Advisers when they need to talk through complex cases.
- To make decisions on complex cases with the Director of Student Experience when needed.
- To comply with the University Health and Safety and sustainability policies and agenda.
- To undertake any other duties in line with the grade of 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	Qualified to a minimum of undergraduate degree level or equivalent. Experience of continuous professional development	Application form
Experience	Current management experience, substantial track record in multi-disciplinary team working and knowledge of management principles.	Application form and interview
	Experience of working within regulatory frameworks.	Application form and interview
	Experience of working in, and specifically addressing the needs of a diverse population.	Application form and interview
	Experience of dealing with confidential situations	Application form and interview
	Significant experience of offering immigration and funding advice to students.	Application form and interview
Aptitude and skills	Effective leadership skills including sensitive leadership and the ability to inspire.	Application form and interview
	A proven aptitude for high standards of service delivery both operationally and strategically and an understanding of the student perspective.	Application form and interview
	Reliable and resilient; able to cope with pressure.	Application form and interview
	Strong analytical and problem solving skills with the ability to apply skills and knowledge creatively in new contexts and to think beyond traditional solutions.	Application form and interview

	Essential	Method of assessment
	A high standard of written and spoken English, with the ability to produce clear and concise reports and presentations.	Application form and interview
	A self-confident, reliable, enthusiastic, warm and dependable approach to work both collaboratively, as a member of a team, and on their own initiative.	Interview
	Excellent interpersonal skills, including the ability to communicate confidently and effectively with a broad range of people and clients from a wide variety of backgrounds. Tact, diplomacy, empathy and patience	Interview
	An excellent working knowledge of Microsoft Office products e.g. Word, Excel and PowerPoint and of a Records Management system such as MAP and SITS.	Application form

	Desirable	Method of assessment
Education and qualifications	Educated to postgraduate level.	Application form
Experience	Substantial experience of working with students in sensitive and complex situations.	Application form and interview
	Experience of working in Higher Education	Application form
	Depth and breadth experience of understanding and interpreting legislation, regulations and guidance.	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: Christina Matthews
Job Title: Director of Student Experience
Email: c.j.matthews@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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