OPPORTUNITY

Degree Apprenticeship Support Officer

Reference: R220571

Salary: £27,929 to £33,314 per annum. Grade 7, depending on experience

Contract Type: Fixed Term (18 Months)

Basis: Full Time

Job description

Job Purpose:

To provide a professional administrative service in support of students enrolled on the College of Business & Social Sciences Undergraduate Degree Apprenticeship Programmes. To act as primary point of contact for members of academic staff with regards to administrative matters relating to Degree Apprenticeship Programmes.

Organisation and attendance at On-campus study days to provide advice and guidance to students on administrative and pastoral matters.

Responsibilities

- Acts as main point of contact for students and staff regarding the delivery of support services for the Undergraduate Degree Apprenticeships.

- Ensures that all deadlines are met according to the rolling calendar of student facing, academic and operational deadlines for the DA Programmes.

- Responsible for maintaining up-to-date and accurate confidential student records including the processing of withdrawals, leave of absence and transfers and monitoring of student end dates.

- Responsible for liaising with ISA, Registry CLIPP and other central University services regarding issues related to the maintenance of student records via SITS and MAP and the delivery of learning materials via Blackboard.

- Supports the Programme Directors in providing relevant and timely responses to student queries and disseminates information directly relating to the DA Programmes to clients and students.

- Provides support for the Virtual Learning Environment (Blackboard). Ensures both staff and students have the correct access to the VLE modules for teaching and learning purposes. Creates, populates and maintains student teams and discussion boards to enable synchronous group work for the Degree Apprenticeships. Sets up the schedule of webinars for the Degree Apprenticeships on the VLE.

- Responsible for servicing campus based and webinar based Staff/Student Consultative Committees and Programme Committees, including the preparation and circulation of Agenda and associated documentation and taking, writing up and circulation of Minutes. Responsible for following up on action points resulting from Committee meetings as appropriate.

- Ensures the timely availability of optional module selection for DA students through MAP and updates SITS with any changes to optional module selections.

- Requests assessment briefs for DA modules from members of academic staff and formats these to a standard template. Responsible for organising the purchase and distribution of case-studies associated with assessment of DA modules.

- Schedules dates for submission of DA assessments in accordance with the assessment package and ensures submission links for DA modules are set up on Blackboard in an accurate and timely manner. Sets up marking groups for multiple markers.

- Ensures appropriate assessments are in place for students with additional needs. Liaises with the Disability Team as appropriate regarding individual student requirements.

- Manages the Exceptional Circumstances process for DA students, including recording of claims and resultant decisions on the University database. Tracks submission of DA assessments and applies late submission penalties.

- Enters assessment marks for DA modules on the University student records system and prepares exam board reports. Provides administrative support for Examination Boards and Representation boards.

- Manages the processes involved in DA student progression on the student records system. Responsible for the release of results to DA students and the issuing of student transcripts.

- Co-ordinates the provision of feedback for DA students including compilation of student feedback, uploading graphs showing the distribution of marks by module on the Blackboard module, providing copies of DA assessments in electronic form to facilitate lecturer feedback to students.

- Provides information to employers regarding students' progress on the course.

- Ensures that students are enrolled with the professional body for the purposes of the end point assessment.

- Manages and commits expenditure against a pre-agreed budget for the purposes of Induction and study days.

- Organises Induction for the DA programmes including scheduling the timetable of sessions, bookings rooms, catering and overnight accommodation as appropriate. Supports on-line Induction sessions.

- Organises Study Days for the DA Programmes on a termly basis, including scheduling the timetable of teaching sessions, booking rooms, catering and overnight accommodation as appropriate.

- Liaises with the Finance Department to resolve issues relating to payment of student tuition fees.

- Provides information, statistics and other materials relating to the DA Programmes for the purposes of quality, accreditations and internal reviews.

- Works with the Programme Manager and Student Support Lead to review and improve processes for Degree Apprenticeship programmes.

- Ensures that all University regulations and procedures are adhered to and keeps up to date with the University's systems and processes with relation to the DA programme.

- Identifies own training needs and attends training courses as required.

- Works as part of a wider team of staff supporting MBA, Aston Online and Degree Apprenticeship programmes and provides cover and support as necessary.

- Other duties as specified by the Student Support Lead and Programme Manager.

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	Degree level GCSE Grade C or above in Maths and English	Application form
Experience	Experience of working in an administrative role in the HE sector Experience of delivering excellent customer service to diverse stakeholders. Experience of exams and assessments processes. Experience of team working	Application form and Interview
Aptitude and skills	Excellent written and verbal communication skills. Organise and prioritise workload with minimal supervision. Excellent IT Skills	Application form and Interview

	Desirable	Method of assessment
Education and qualifications	IT qualification (GCSE, ECDL etc)	Application form
Experience	Experience in a role providing excellent student support. Experience of administering programmes delivered online.	Application form and Interview

|	Desirable	Method of assessment
Aptitude and skills	Knowledge of SITS Student Records System Knowledge of Blackboard VLE and Collaborate.	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.
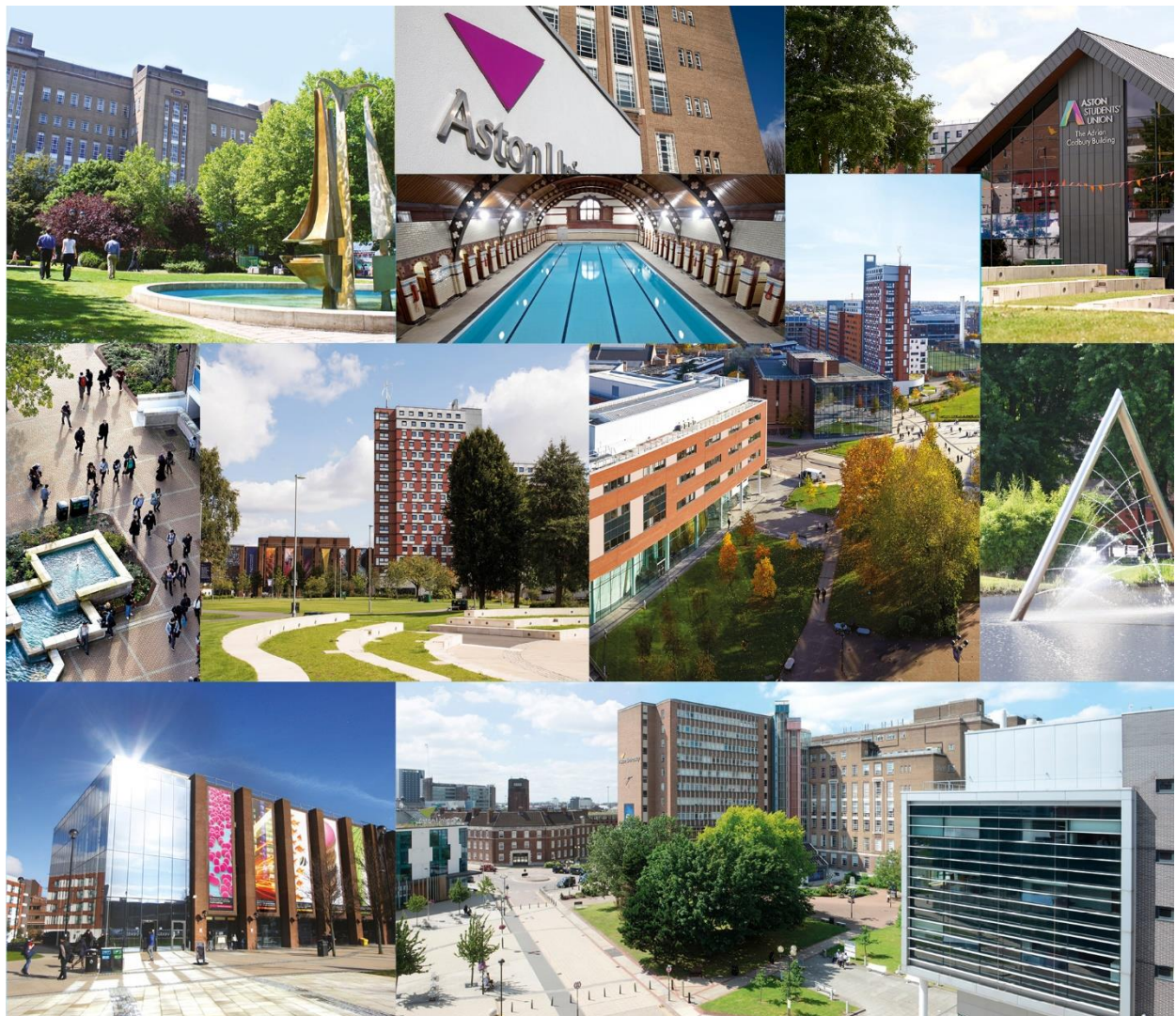
Contact information

Enquiries about the vacancy:

Name: Mel Neale
Job Title: Student Support Lead (Operations)
Email: m.neale@aston.ac.uk

Or

Name: Amy Hart
Job Title: Student Support Lead (Student Experience)
a.hart@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