



# OPPORTUNITY

## Online Student Support Officer

Reference: R220617

Salary: £ 27,929 to £33,314 per annum Grade 07, depending on experience

Contract Type: Continuing

Basis: Full Time

# Job description

## Job Purpose:

To work together with the external partner to deliver Aston On-line courses, through the provision of comprehensive services to support the learning process of students.

To work flexibly as a member of the Aston On-line support team to provide support for synchronous teaching delivered out of hours, on a regular basis.

## Main duties and responsibilities

- Works with the Non-Standard Leads, to design processes for on-line courses and to align these with processes for on-campus courses wherever possible.
- Acts as main point of contact for the external partner with regard to the resolution of queries and issues relating to the support of students on Aston On-line courses. Ensures that the external partner is in receipt of all relevant information relating to processes, policies and regulations and other issues relating to student support to enable the provision of excellent levels of service for students studying on-line.
- Works with the external partner to ensure that all deadlines are met according to the rolling calendar of student facing, academic and operational deadlines for on-line courses.
- Responsible for maintaining up-to-date and accurate confidential on-line student records including the processing of withdrawals, leave of absence and transfers and monitoring of on-line student end dates.
- Responsible for liaising with ISA, Registry, CLIPP and other central University services regarding issues related to on-line module assessments, the maintenance of on-line student records via SITS and MAP and the delivery of on-line learning via Blackboard.
- Liaises with the external partner regarding academic and pastoral support for students including referrals to Personal Tutors, module leaders and/or University Student Services as appropriate.
- 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 to enable synchronous group work. Provides administrative and technical support for webinars which involves out of hours working.
- Responsible for maintaining and updating relevant information available to on-line students via the web based Student Handbook.
- Responsible for servicing on-line Staff/Student Course Committees, including the preparation and circulation of Agendas and associated documentation, taking, writing up and circulation of Minutes and follow up on action points as appropriate.
- Maintains the University student records system with information relating to on-line module assessment. Responsible for the generation of SMR records for on-line modules on an on-going basis.

- Ensures timely availability of optional module selection for on-line students through MAP and updates SITS with any changes to on-line module selections.
- Requests assessment briefs for on-line modules from members of academic staff and formats these to a standard template.
- Responsible for organising the purchase and distribution (via the external partner) of case-studies associated with assessment of on-line modules.
- Schedules dates for submission of on-line assessments in accordance with the assessment package and ensures submission links for on-line modules are set up on Blackboard in an accurate and timely manner. Sets up marking groups for multiple markers.
- Liaises with External Examiners and members of academic staff regarding the approval and moderation of on-line assessments.
- 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 on-line students, including recording of claims and resultant decisions on the University database. Tracks submission of on-line assessments and applies late submission penalties.
- Enters assessment marks for on-line modules on the University student records system and prepares exam board reports for on-line courses. Provides administrative support for Examination Boards, Reconvened boards and Representation boards.
- Manages the processes involved in on-line student progression on the student records system. Responsible for the release of results to on-line students and the issuing of student transcripts.
- Co-ordinates the provision of feedback for on-line students including, compilation of student feedback sheets, uploading graphs showing the distribution of marks by module on the Blackboard module, providing copies of on-line assessments in electronic form to facilitate lecturer feedback to on-line students.
- Tracks the submission of on-line students' Projects and Dissertations, processes requests for extensions to the deadline for submission. Maintains extension information on the appropriate databases. Maintains a Blackboard Library of past projects and dissertations.
- Liaises with the finance department to resolve issues relating to payment for access to on-line teaching materials on a module-by-module basis.
- Provides information, statistics and other materials relating to on-line courses for the purposes of quality, accreditations and internal reviews, including contribution to the SED and attendance at panel meetings. Acts upon outcomes of internal reviews and external accreditations for on-line courses. Maintains the archives of past assessment results, assessment details, scripts and coursework for on-line courses.
- Ensures that all University's regulations and procedures are adhered to with regard to the Programmes that are being supported.

- Keeps up to date with the University's systems and processes with relation to delivery of on-line courses and identifies own training needs and attends training courses as required.

### **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
<b>Education and qualifications</b>	Degree level  GCSE Grade C or above in Maths and English	Application form
<b>Experience</b>	Experience of working in an administrative role in the HE sector  Track record of developing and managing relationships with external clients or partners  Experience in a role providing excellent student support.  Experience of exams and assessments processes.  Experience of working collaboratively as part of a team	Application form and interview
<b>Aptitude and skills</b>	Excellent written and verbal communication skills.  Organise and prioritise workload with minimal supervision.  Excellent IT Skills	Application form and interview

	Desirable	Method of assessment
<b>Education and qualifications</b>	IT qualification (GCSE, ECDL etc)	Application form
<b>Experience</b>	Experience of administering programmes delivered online.	Application form and interview

<b>Aptitude and skills</b>	Knowledge of SITS Student Records System  Knowledge of Blackboard VLE and Collaborate.	Application form and Interview
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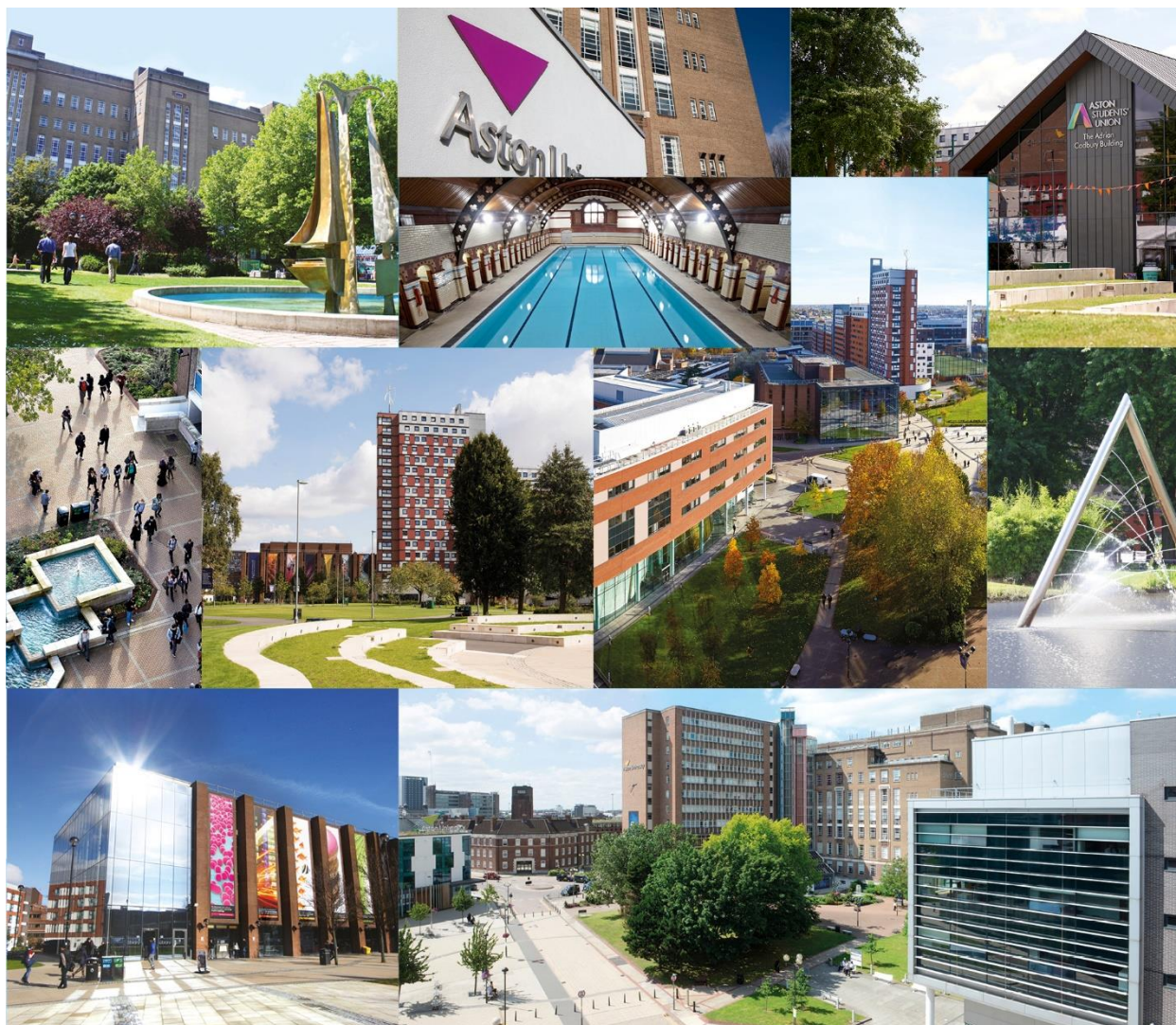
# How to apply

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



# Contact information

## Enquiries about the vacancy:

Name: Lindsey Allsopp

Job Title: Programme Manager

Email: [l.a.allsopp@aston.ac.uk](mailto:l.a.allsopp@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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gets real.**