



# IMPACT

## School Support Co-Ordinator

**Reference:** 0328-23

**Grade:** 6

**Salary:** £25,285 to £27,396, per annum, depending on experience

**Contract Type:** Permanent

**Basis:** Part time (3 days per week)

# Job Description:

## Job Purpose:

To provide a full administrative service to a school within the College of Business and Social Sciences (BSS) and to be a central contact for that Academic School.

To provide support for the School's activities in teaching, research, citizenship and business engagement. To lead the School's Health and Safety compliance.

## Main duties and responsibilities

- ▶ To be the first point of contact for internal and external enquiries to the Academic School, providing to academic staff, a detailed knowledge of all aspects of the School work. The postholder is expected to be aware of and promptly act upon, any issues, problems or queries which may arise from within or outside of the University, affecting the School.
- ▶ Provide support to the Head of School (HoD) including arranging meetings, making travel arrangements, dealing with conflicting priorities, library searches, obtaining materials and coordinating and distributing research information. The post holder will also keep the HoD informed of appropriate procedures and University developments.
- ▶ Provide a full and confidential service to the HoD for the organisation and administration in the School. This service includes monitoring and coordinating School activities, arranging School meetings and producing agendas & minutes, outline diaries for School members, sorting post, processing expenses claims for visitors to the School, preparing correspondence for internal and external distribution, typing and preparing research material. Being the contact point for the HoD's students and providing advice and support for payments.
- ▶ Manage the contracts of temporary and part time academic staff (Casuals). This includes preparing appointment forms, notifications of engagement, obtaining the appropriate authority from both the School and the School and carrying out right to work immigration checks. Provide administration and guidance for casual staff, acting as the contact point for their students and providing advice and support to casual staff for payments.
- ▶ Act as the Health and Safety Coordinator for the School. Duties include:
  - School representative to the School's Health and Safety Committee, reporting all accidents, incidents and near misses as they arise, carrying out workplace safety inspections.
  - Ensure that Display Screen Equipment assessments are carried out for all School employees.

- To carry out risk assessments for the School, identifying risks, non-compliance and working with the Operations Manager to resolve these.
  - To be one of the Fire Wardens for the School.
  - To ensure that safety signage (not relating to fire or first aid) within the School area is up to date (reporting defects in fire or first aid to be notified to the Operations Manager).
  - To work with the Operations manager to proactively communicate and consult with staff of the School on all aspects of workplace health, safety.
  - To work with the Operations Manager to monitor the implementation of School area health and safety improvement plans and to respond to internal audits from the University's Health and Safety Unit (HSU) or from external agencies.
  - To work with the Operations Manager to maintain and update local rules, standard operating procedures and local arrangements with regard to compliance with the Safety Management Standards.
  - To work with the Operations Manager and the HSU to investigate accidents, incidents and near misses (including on field work trips) and in defined communal areas and ensure that corrective and preventative actions implemented.
- ▶ Assist the HoD with the recruitment of new staff including arranging job advertisements, arrangement of interviews including dates, hospitality/accommodation, materials and room bookings. Acting as point of contact for interviewees on the date of interview.
  - ▶ Responsible for coordinating the induction of new members of academic staff based upon individual appointments, introductions to key members of the college, School and School and other relevant points of contact. Provide guidance on the University's administrative systems along with compliance and procedural information.
  - ▶ Monitor the School's overall budget and expenditure and income throughout the year. Monitoring monthly and annual expenditure to help inform the budget planning of the HoD and Finance Business Partner. Approve spending of up to £1000 from the School's budget.
  - ▶ Use computer systems such as Agresso for the raising of requisitions and new suppliers where applicable. Resolve purchasing queries on behalf of the School including expenses issues, invoice allocation, and the purchase of goods.
  - ▶ Ensure that the School is responding in a timely and comprehensive fashion to requests to for information or action. Act as the key link between the School's programmes, following up with school members on items such as deadlines for exam marks, return of coursework etc.

- ▶ Order equipment for academic colleagues.
- ▶ Act as a contact for external organisations, for example, other Universities, the media, and other interested parties. Where visitors are coming from outside of the United Kingdom, the post holder will work with the University's Compliance staff to ensure that UKVI conditions are met.
- ▶ Liaise with Estates for general requests and repairs. Identify and resolve any other hazard that may arise. Responsible for refurbishment requests and allocation of School offices as and when required, including office set up for new members of staff. Work with the Operations Manager in addressing any Estates issues as appropriate.
- ▶ Responsible for working with BSS Marketing team to ensure the maintenance of the School webpage including individual academic pages, PhD students and research project pages.
- ▶ Advise all new starters on the fire evacuation procedure, locality of first aiders, and out of hours working guidance.
- ▶ Sort and distribute incoming post twice daily and arrange courier services as required by the School.
- ▶ Administration and organisation of internal and external seminars, School away days, conferences and events.
- ▶ Responsible for stock levels and the ordering of stationery for the School.
- ▶ Updating of School noticeboards/photo boards and distribution lists on a regular basis.
- ▶ Working with the Operations Manager to ensure that cover arrangements are in place when the postholder is absent.
- ▶ Working flexibly and considerately as a member of the team.
- ▶ Undertaking other duties and responsibilities appropriate to the role of School Support Coordinator as may be designated from time to time.

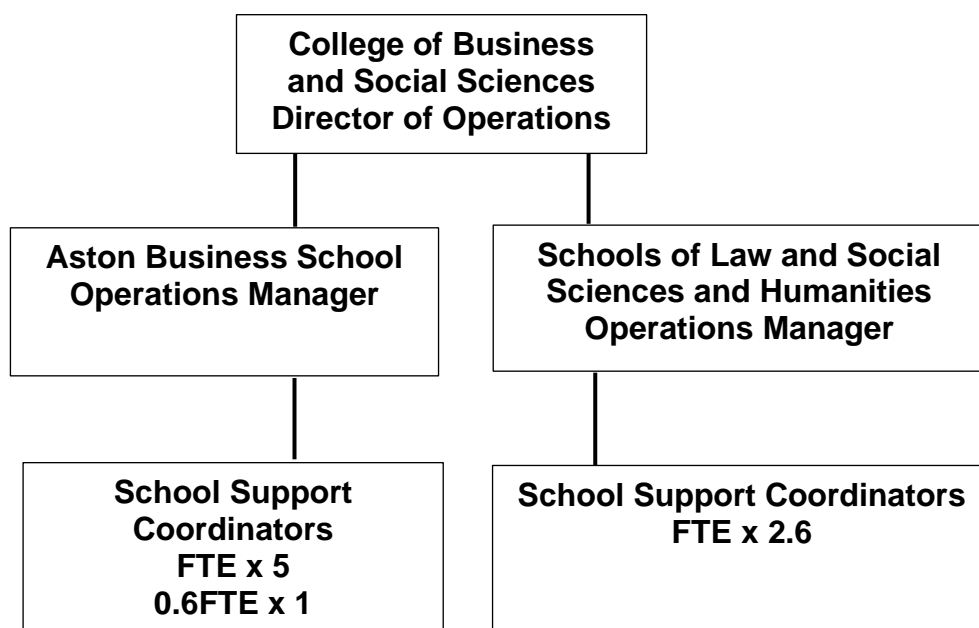
### **General duties**

- ▶ To develop positive working relationships with a range of stakeholders across the School, College, and wider university to ensure continued efficient and effective service delivery.
- ▶ To help deliver the service in accordance with the College's agreed Service Level Agreements.

### **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.

#### **School Support Coordinator Team Structure**



# Person specification

	Essential	Method of assessment
<b>Education and qualifications</b>	Educated to A level or equivalent. English & Mathematics GCSE minimum Grade C. Experience at a similar level and in a similar type of role.	Application form
<b>Experience</b>	<p>Experience of delivering excellent customer service through advice and guidance to diverse stakeholders, including supporting customers remotely and face to face.</p> <p>Previous experience in an office environment including project support, working with confidential information and updating websites and databases.</p> <p>Experience of working in intercultural contexts. Develops lasting relationships with a wide range of stakeholders.</p> <p>Experience of working in a service-oriented, busy customer-facing School.</p>	Application form and interview
<b>Aptitude and skills</b>	<p>Excellent IT skills: Microsoft Office Suite.</p> <p>Able to analyse problems and use judgment to propose good solutions.</p> <p>Ability to work under pressure to meet deadlines and achieve targets.</p> <p>Able to convey information in an understandable and engaging manner.</p> <p>Demonstrable ability for budgetary planning and monitoring.</p>	Application form and interview

	Essential	Method of assessment
	<p>Ability to work as part of a team and to contribute to outstanding team performance.</p> <p>To be flexible and adaptable to the changing needs of stakeholders and the immediate work environment.</p> <p>Having the confidence to negotiate timescales for service delivery whilst balancing the operational and strategic needs of the service.</p> <p>Knowledge of and sensitivity towards diversity issues.</p> <p>Demonstrates an interest in maintaining the currency of work relevant skills.</p> <p>Excellent organisational skills.</p> <p>Able to communicate with a wide range of stakeholders, including students, academics and senior members of staff.</p> <p>Willingness to successfully undertake and maintain the currency of 'Right to Work' training.</p> <p>Willingness to successfully undertake and maintain the currency of training in Health and Safety including Fire Warden, Risk Assessment, Health and Safety at Work award, Workplace Inspection, Accident investigation, DSE Assessor, HSU Health and Safety Coordinator training and evacuation chair training.</p> <p>Outstanding customer service skills – ability to manage a range of stakeholders.</p> <p>Meeting the needs of our stakeholders by keeping them informed, responding in a</p>	

	Essential	Method of assessment
	timely manner to enquiries and resolving any issues that arise.	

	Desirable	Method of assessment
<b>Education and qualifications</b>	Qualification relating to any aspect of the role.	Application form
<b>Experience</b>	<p>Experience using Agresso, online content management, Virtual Learning Environments.</p> <p>Experience of organising and supporting the recruitment of staff.</p> <p>Experience of supporting health and safety at work.</p>	Application form and interview
<b>Aptitude and skills</b>	Flexible working to meet deadlines and assist with events outside normal working hours (with time off in lieu).	Application Form



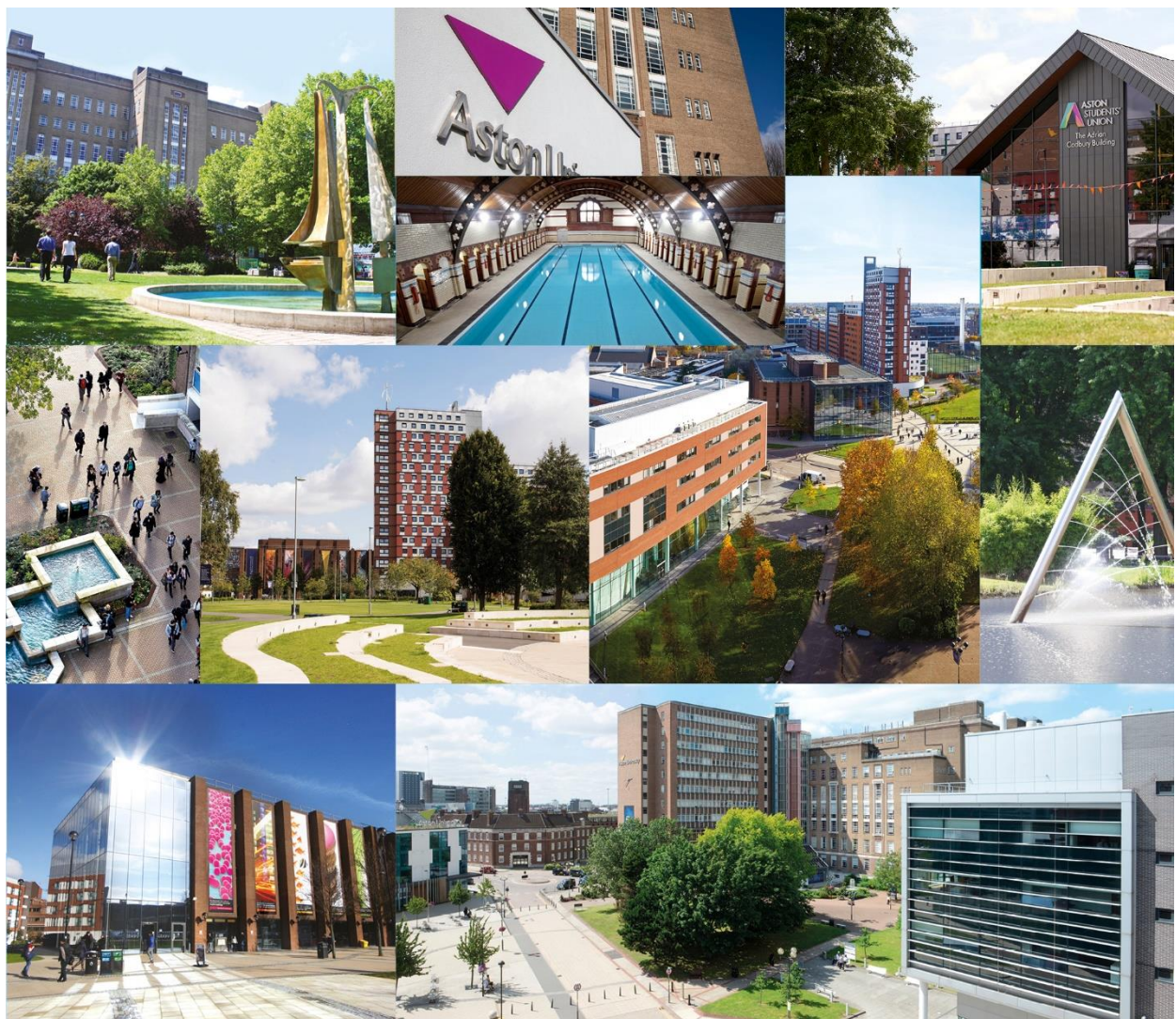
# How to apply

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



## Contact information

## Enquiries about the vacancy:

Name: Jen Knight  
Job Title: ALS And SSH Operations Manager  
Email: [j.knight3@aston.ac.uk](mailto:j.knight3@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.**