



**OPPORTUNITY**

Where change  
gets real.

**Reference:** 0145-24

**Grade:** 6

**Salary:** £25742 to £27979 (Pro-rata), per annum, depending on experience

**Contact Type:** Fixed Term (6 Months)

**Basis:** Part Time (21.9 Hours per week)

## Job description

### Job Purpose:

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

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

To help deliver and promote Aston University's vision, values, and strategy within the department and across the College and University.

### Main duties and responsibilities

- ▶ To be the first point of contact for internal and external enquiries to the Academic Department, providing to academic staff, a detailed knowledge of all aspects of the Department 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 Department.
- ▶ Provide support to the Head of Department (HoD) including arranging meetings (preparation of documentation, agenda, following up on action points), supporting travel arrangements and dealing with conflicting priorities. The post holder will also work with the Operations Manager to help develop professional services' policies and procedures and keep the HoD and Department academic staff informed of appropriate procedures and University developments.
- ▶ Deliver a full and confidential service to the HoD, and where appropriate, the Department Management Team, for the organisation and administration in the Department. This service includes monitoring and coordinating Department activities, arranging Department meetings and producing agendas & minutes, outline diaries for Department members, sorting post, providing advice on expense claims for visitors to the Department, preparing correspondence for internal and external distribution, working with research colleagues to prepare research material, including workshop support. Being the contact point for the HoD's students and providing advice and support for payments (including by purchase orders, virtual credit cards, and one-off payments) and, as appropriate, advice on the Departmental budget.
- ▶ Working closely with the member of staff responsible for making the appointment, help manage the appointment process of temporary and part time academic staff (Casuals). This includes preparing appointment forms, notifications of engagement, obtaining the authority from both the Department and the School and, as appropriate, carrying out right to work immigration checks and approval of timesheets. Providing 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 Department. Responsibilities include;
  - A. Department representative to the School's Health and Safety Committee, reporting all accidents, incidents and near misses as they arise, carrying out workplace safety inspections and, where appropriate, accident investigations.
  - B. Ensure that Display Screen Equipment assessments are carried out for all Departmental employees and that any identified equipment is ordered. To liaise with Operations Manager, HR Business Partner, Health and Safety Team for complex assessment outcomes.
  - C. To lead the completion of risk assessments for the Department, identifying risks, non-compliance and working with the Operations Manager to resolve these.

- D. To be one of the Fire Wardens for the Department.
  - E. To ensure that safety signage (not relating to fire or first aid) within the Department area is up to date (reporting defects in fire or first aid to be notified to the Operations Manager).
  - F. To work with the Operations Manager to proactively communicate and consult with staff of the Department on all aspects of workplace health, safety.
  - G. To work with the Operations Manager to monitor the implementation of Department 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.
  - H. 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.
  - I. 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 are implemented.
- ▶ Support the HoD with the recruitment of new staff including arranging job advertisements, arrangement of interviews including dates, hospitality/accommodation, interview materials and room bookings. Acting as point of contact for interviewees on the date of interview. Liaising with panel members, candidates, and associated stakeholders.
  - ▶ Coordinate the induction of new members of academic staff based upon individual appointments, introductions to key members of the college, School and Department and other relevant points of contact. Arrange for the office accommodation and IT equipment to be provided. Provide guidance on the University's administrative systems together with compliance and procedural information.
  - ▶ Support the HoD to monitor the Department's overall budget and expenditure throughout the year. Assist with the monthly and annual monitoring of expenditure to help inform the budget planning of the HoD and Finance Business Partner. Approve spending of up to £1000 from the Department's budget.
  - ▶ Provide advice to the HoD and departmental staff on expense claims, purchase orders and the University travel system. Advise the HoD in their role of approving expenses, purchase orders, and travel requests.
  - ▶ Use online systems such as Agresso for the raising of requisitions requisitions/goods receipting and invoicing. Working with Procurement staff to set up new suppliers where applicable. Resolve purchasing queries on behalf of the Department including expenses and invoice queries, software licenses and organisation memberships as required by Department staff.
  - ▶ Using and reviewing Solve to book rooms for events/event organisation. Liaising with the Security Team and event organiser for completion of the relevant University event planning process for guest speaker security clearance.
  - ▶ Ensure that the Department is responding in a timely and comprehensive fashion to requests to for information or action. Act as the key link between the Department's programmes, following up with school members on items such as deadlines for exam marks, return of coursework etc.
  - ▶ To work with the Operations Manager to maintain and update local rules, standard operating procedures.
  - ▶ Manage the process of ordering digital equipment for new and existing staff.

- ▶ Act as an initial contact for external organisations, for example, other Universities, the media, and other interested parties. Where visitors are arriving 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 Department 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.
- ▶ Work with HoD/Senior Management Team and Estates to support Departmental room allocation/planning. Identify requirements of new post holders for their allocated offices and work with the Director of Operations to order equipment/furniture.
- ▶ Responsible for working with BSS Marketing team to ensure the maintenance of the Department internet and intranet 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 and arrange courier services as required by the Department.
- ▶ Provide support for the administration and organisation of internal and external seminars, Department away days, conferences and events. Where appropriate working with the College Events Manager.
- ▶ Maintain stock levels and order stationery for the Department. Advise staff on the processes for ordering and the budgetary implications of purchases.
- ▶ Update of Department 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 Department Support Coordinator as may be designated from time to time.

### **General duties**

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

## Person specification

	Essential	Method of assessment
<b>Education and qualifications</b>	<p>Educated to A level or equivalent. English &amp; Mathematics GCSE minimum Grade C.</p> <p>Experience at a similar level and in a similar type of role.</p>	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 Department.</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> <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>	Application form and interview

	Essential	Method of assessment
	<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, Workplace Inspection Training, Risk Assessment training, Fire Warden training, First Aid training, appropriate NEBOSH qualification, 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 timely manner to enquiries and resolving any issues that arise.</p>	

	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> <p>Experience of working in higher education administration and to have gained some knowledge and understanding of processes, procedures and systems common in the sector.</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).	Interview



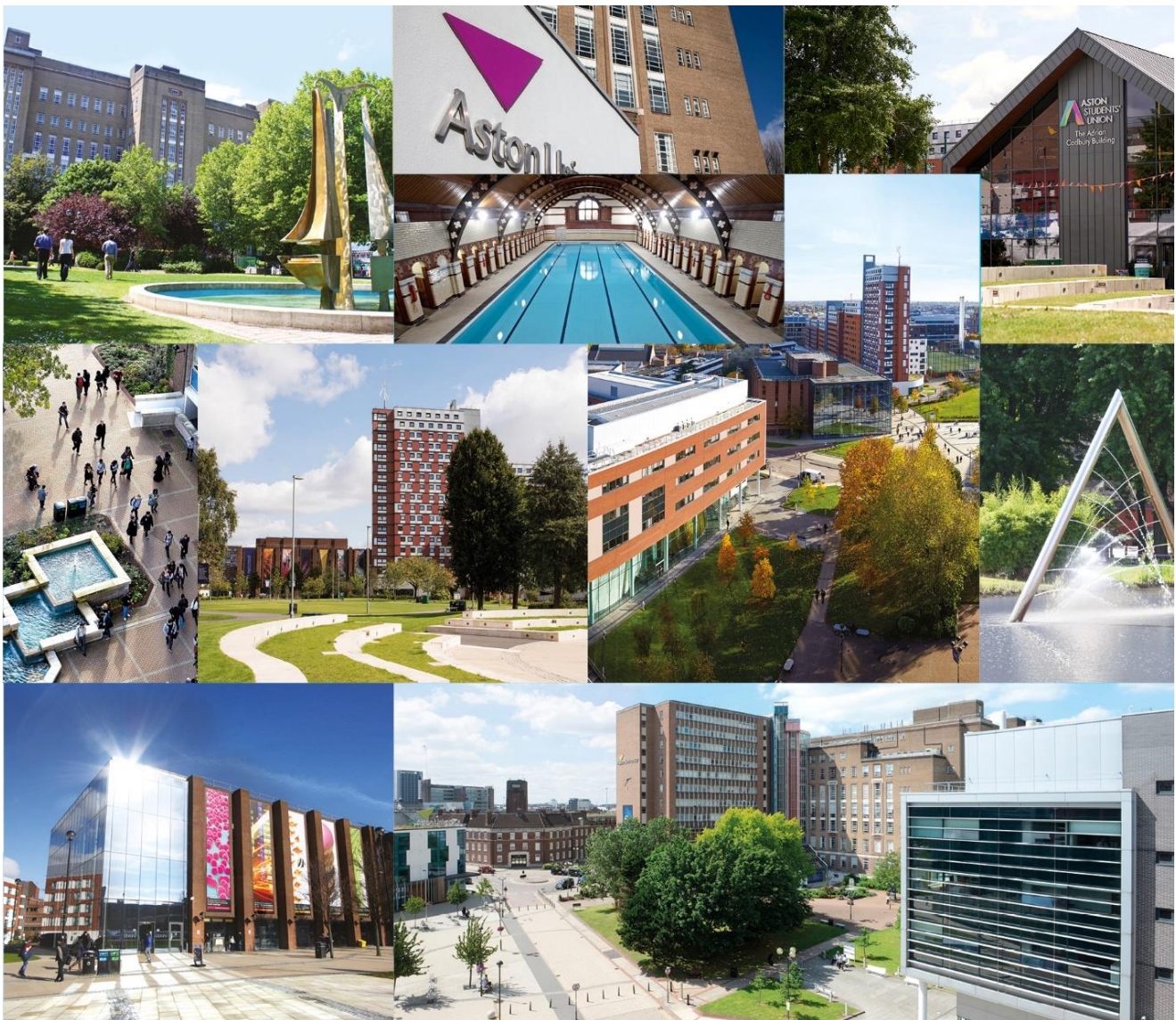
## How to apply

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

Applications should be submitted by XXX 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: Jennifer 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:** [Benefits and Rewards | Aston University](#)

**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:** You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/tier-2-general>

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.



The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

You can find further information about each of these visa routes on our [candidate immigration page](#).

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

**Academic Technology Approval Scheme (ATAS):** If you will conduct research in your role and you apply for a Skilled Worker or Temporary Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our [candidate immigration page](#).

### **Before you start and Right to Work**

#### **90-day entry vignette**

If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

## Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The [Midland Landlord Accreditation Scheme](#) provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as [Rightmove](#) or [Zoopla](#).

**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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