



**OPPORTUNITY**

Where change  
gets real.



**Reference: 0210 - 24**

**Grade: C**

**Salary: £23,297 to £23,700, per annum, pro rata depending on experience  
(this post also accrues a 15% shift allowance )**

**Contact Type: Permanent**

**Basis: Part time (18.5 hours per week)**

## Job description

### Job Purpose:

This role will provide complete hotel style conference portering and cleaning services, provide customer support alongside some basic reception cover, predominantly during nighttime hours.

- The post holder will prepare all required meeting rooms and public areas to required setup standards as outlined on function sheets or requested by customers each night and to the company's standard operating and manual handling procedures.
- The post holder will further tidy public areas.
- The post holder will clean meeting rooms to a high standard.
- The post holder will complete at least 3 security/fire walk rounds during their shift.
- The post holder will assist in the maintenance and reporting of faulty furniture and equipment.
- The post holder will assist with basic reception check in/check out of customers.

### Main duties and responsibilities

#### CUSTOMERS

- Create a pleasant and professional environment for customers and colleagues at all times.
- Assist customers and colleagues with portering duties where required and directed.
- Conducting basic reception duties (such as check in/check out and general enquiries, maintaining computer systems with relevant information)
- Deal with and initially act upon customer feedback to remove initial customer stresses or enable service improvements. Further escalate where appropriate.
- Take payment for and process all company front of house revenues by following all legal and company processes and procedures.

#### MEETING ROOMS

- Prepare conference areas and meeting rooms to the customers' requirements in a timely manner with attention to detail (including furniture layouts, AV equipment, signage, cleaning rooms, etc.).
- Carry out cleaning and maintenance checks in conference areas and meeting rooms.
- Ensure that all equipment in the department is well maintained and kept in good working order, following lines of escalation where required.

#### SECURITY

- Controlling Conference Aston site security such as carpark barrier, repeater CCTV screen, fire walkie talkies, key cupboards, intruder and assistance alarms, and similar.
- Conduct regular security walks throughout the buildings.
- Take charge during emergency situations at night as per training and procedures provided.

## **GENERAL**

- Receive and facilitate effective departmental handovers.
- Communicate effectively with all colleagues to ensure a seamless customer journey.
- Attend daily, weekly, monthly and ad hoc meetings as requested engaging prepared and contributing to achieve the meetings objectives.
- Act responsibly in all duties in line with the company's and University's code of conduct, policies and procedures as well as health & safety and environmental principles in all aspects of communication, actions and responsibilities.
- Conduct any other reasonable activity as requested by the Head of Department, Duty Manager or company executive team as commensurate within the grade of the post. This list is not exhaustive and will be reviewed periodically where adjustments may be made in an effort to fulfil the department's objective of delivering a seamless and positive customer journey at Conference Aston.

## **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>	<ul style="list-style-type: none"><li>• GCSE or equivalent in English and Maths with a minimum of level C.</li></ul>	Application form.
<b>Experience</b>	<ul style="list-style-type: none"><li>• Work in a similar busy environment.</li><li>• Use of Microsoft Office.</li></ul>	Application form and interview.
<b>Aptitude and skills</b>	<ul style="list-style-type: none"><li>• Complete tasks accurately and within given deadlines.</li><li>• Excellent customer service skills.</li><li>• Ability to solve problems quickly.</li></ul>	Application form and interview.

	Desirable	Method of assessment
<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience of working night shifts.</li><li>• Use of a property management system such as Guestline or Opera.</li></ul>	Application form and interview.

## How to apply

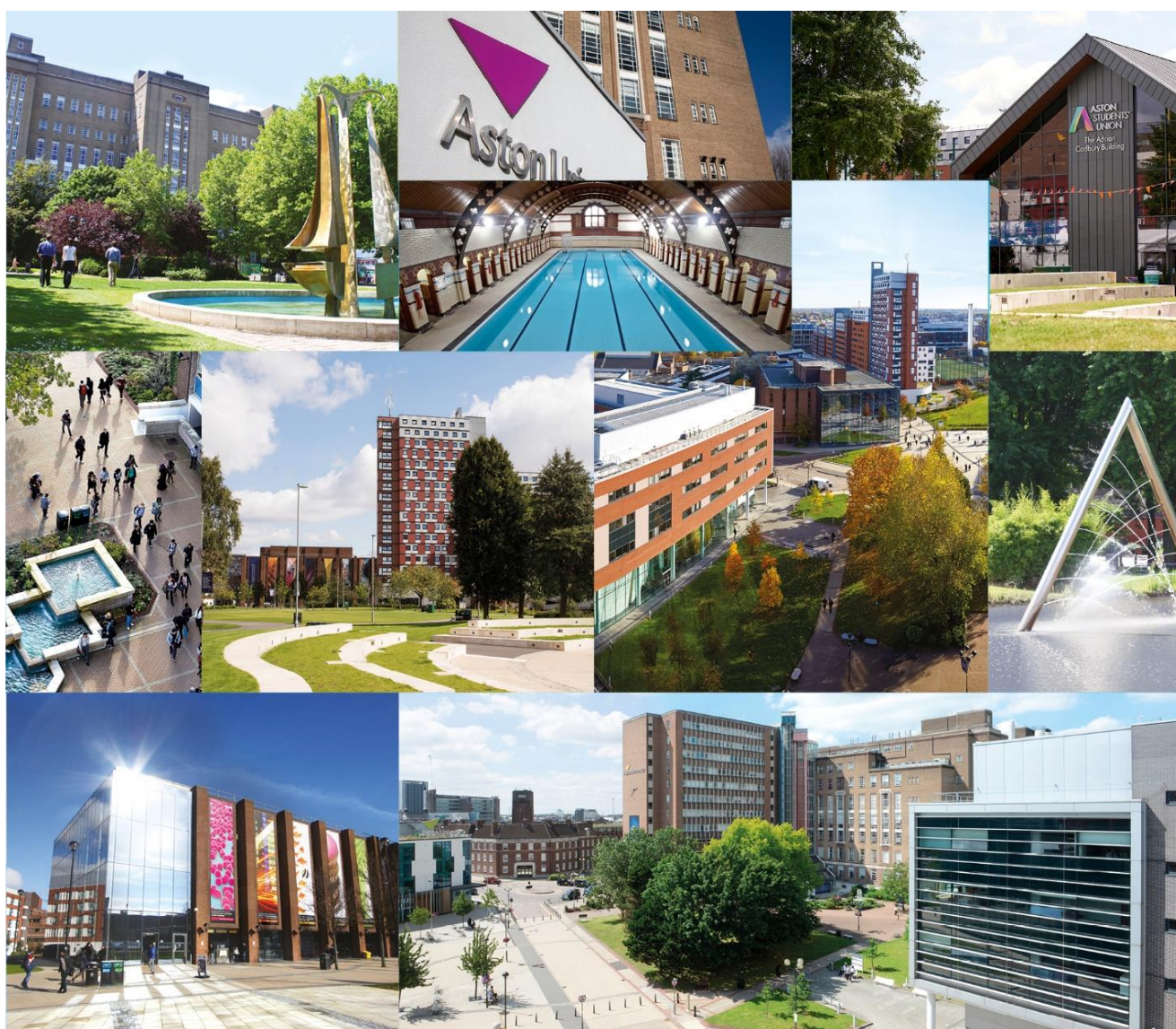
You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

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



## Contact information

### Enquiries about the vacancy:

Name: Robert Nowakowski  
Job Title: Building Services Manager  
Email: R.NOWAKOWSKI@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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