



**OPPORTUNITY**

Where change  
gets real.



**Reference: 0549-24**

**Grade: 9**

**Salary: £ 46,485 to £ 55,295 per annum, depending on experience**

**Contract Type: Permentant**

**Basis: Full time**

# Job description

The Head of Employer Relationship and Client Care at Aston Professional is responsible for overseeing the end-to-end employer and learner journey across degree apprenticeships, bootcamps, and Continuing Professional Development (CPD) programmes. This role is pivotal in ensuring that all stakeholders—employers, learners, and internal teams—receive a seamless, high-quality service that aligns with Aston Professional's strategic objectives.

## Main duties and Responsibilities

### Employer Relationship Management:

- Develop and maintain strong, positive relationships with key employers and industry partners.
- Serve as the primary point of contact for employer inquiries and concerns, ensuring prompt resolution and satisfaction.
- Collaborate with employers to understand their needs and tailor Aston Professional's offerings to meet those requirements.

### Learner Journey Oversight:

- Ensure that learners enrolled in degree apprenticeships, bootcamps, and CPD programmes receive a high standard of service and support.
- Monitor learner feedback and outcomes to continuously improve the learner experience.
- Oversee the processes associated with learner journey for all learners, ensuring a smooth transition into their respective programmes.
- Work with stakeholders and teams internally and externally to ensure that all Aston Professional learners are provided with outstanding learner journey.

### Service Delivery Management:

- Provide leadership and guidance to Service Delivery Managers, ensuring that all programmes are delivered efficiently and effectively.
- Oversee the coordination of resources and support services to meet the needs of both employers and learners.
- Monitor key performance indicators (KPIs) related to service delivery, identifying areas for improvement and implementing corrective actions as necessary.

### Strategic Planning and Implementation:

- Collaborating with the Business Development Team to contribute to the strategic planning process, aligning employer and client care initiatives with the broader goals of Aston Professional.
- Implement strategies to enhance employer engagement and learner satisfaction, ensuring the long-term success of Aston Professional's programmes.
- Stay abreast of industry trends and best practices, adapting Aston Professional's approach to remain competitive and responsive to market demands.

### Reporting and Analysis:

- Prepare and present regular reports to the Director of Aston Professional, detailing employer and learner engagement, service delivery performance, and areas for improvement.
- Analyse feedback and data to identify trends and opportunities for enhancing the employer and learner experience.

### **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>• Bachelor's degree in Law, Business Administration, Education, or a related field.</li> </ul>   | Application form.               |
| <b>Experience</b>                   | <ul style="list-style-type: none"> <li>• Minimum of 3-5 years of experience in employer and/or learner facing roles within the education sector, with specific experience in skills based provisions essential.</li> <li>• Proven leadership experience with the ability to lead and motivate a team, foster collaboration, and drive results.</li> <li>• Experience of line management of individuals or team with proven track record in putting in place continuous improvement processes to achieve effective, efficient, and impactful outcomes for all stakeholders.</li> </ul> | Application form and interview. |
| <b>Aptitude and skills</b>          | <ul style="list-style-type: none"> <li>• Excellent analytical and problem-solving skills, with the ability to solve complex problems and apply them to practical scenarios.</li> <li>• Excellent communication and stakeholder management skills.</li> <li>• Strong working knowledge of relationships management and work based learning student needs, apprenticeship levy, and funding regulations.</li> <li>• Exceptional written and verbal communication skills, with the ability to effectively communicate issues and solutions to diverse stakeholders.</li> </ul>           | Application form and interview. |

|                              | Desirable   | Method of assessment |
|------------------------------|---|----------------------|
| Education and qualifications | <ul style="list-style-type: none"> <li>A Master's degree in a related field.</li> </ul> | Application form.    |

## University Values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the university. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours



### Innovation

We strive for excellence within ourselves and others, providing solutions to new and existing challenges.



### Collaboration

We work best when we are collaborative, working together to contribute to the Aston community.



### Ambition

We strive together for improvement and innovation looking ahead to see the bigger picture.



### Inclusion

We treat everyone in our community equally and how they would like to be treated.



### Integrity

We are open, honest and fair. We take ownership of the way we work and how we treat each other.



# Contact information

## Enquiries about the vacancy:

Name: Goudarz Poursharif

Job Title: Director of Aston Professional

Email: [g.poursharif@aston.ac.uk](mailto:g.poursharif@aston.ac.uk)

## Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [recruitment@aston.ac.uk](mailto:recruitment@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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aston.a



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