

OPPORTUNITY

Where change
gets real.



Reference: 0675-24

Grade: 8

Salary: £37,999 to £45,163, per annum, depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose:

The Student Life team provides a wide range of information, advice, guidance, counselling and support services to students across Aston University.

The Student Centre Manager will develop, lead and manage the staff and operations of the new Student Solutions Centre, providing students, staff and other enquirers access to holistic advice, guidance, welfare and wellbeing services. Reporting to the Head of Advice Services, the postholder will deliver and develop the Student Centre service and projects to ensure a seamless, high-quality, and consistent student experience and support to our students throughout their studies.

Working with the Head of Advice Services, the Student Centre Manager will be responsible for defining operating procedures and delivery processes and procedures within the Student Centre, ensuring that the design and delivery of Student Centre operations is in line with University policies and regulations and meets the needs of all customers.

This role will have line-management responsibility for the Student Centre Assistants, who provide front-line advice and triage to students about any aspect of student life, whether in person, by email, telephone or online. They will also respond to requests for advice and guidance by staff and external enquirers about the services provided. The postholder will also co-ordinate administrative support for the functions of the Student Life teams.

The postholder will be a member of the leadership team within the Student Centre operations area. During a period of transition, grade 8 managers will act as facilitators of change. In practice, this means understanding the purpose for the change, promoting its goals and helping your teammates through the change process.

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time, depending on the specific needs at that point in time or due to changing needs within the department.

Main Duties/Responsibilities

- ▶ Together with the Head of Advice Services, lead on the development and implementation of Student Solutions Centre operations, ensuring that they align to the University strategy and support a seamless student journey.
- ▶ To be responsible for the success and continual development of the operational service delivery of the front-facing and triage operations of the new student centre, with line management of the Student Centre Assistants, ensuring that all aspects of the team's work are anticipated and planned, including optimum deployment of staff and space resources.
- ▶ To help ensure that all teams working from the Student Centre, whether directly line-managed by this post or not, are working together in a consistent and holistic manner to support the student experience.
- ▶ To ensure the delivery of the Student Solutions Centre is adapted to suit all modes of delivery and supports omni-channel delivery.
- ▶ To lead on developing customer service strategies to ensure that all the teams working from the Student Centre continue to develop in our fast-changing environment.
- ▶ To develop and be accountable for a team and culture that supports students in resolving any difficulties or concerns as they arise, including the timely and accurate referral and/or signposting to relevant teams.
- ▶ To ensure uninterrupted provision of support to the various teams, particularly in the case of staff absence or during peak periods of demand

- ▶ To hold regular one-to-ones with direct reports, to conduct annual appraisals and interim review meetings and to identify staff support and training needs.
- ▶ To produce reports on behalf of the Student Centre when required.
- ▶ To promote the services, open times and availability of the Student Centre staff.
- ▶ Develop, implement and review the team webpages, leaflets and portal information specifically concerning the Student Centre and its activities.
- ▶ To refer complex cases to the Head of Advice Services or other Student Life team leaders when further support is required.
- ▶ To provide Health and Safety support for the Student Centre, including undertaking training in relevant areas such as risk assessment, First Aid at Work and fire marshalling.
- ▶ Flexible approach to work including occasional evening and weekends if necessary.

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.
- ▶ DBS clearance is required for this role.

Person specification

	Essential	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> • Education to graduate level or equivalent experience. 	Application form.
Experience	<ul style="list-style-type: none"> • Significant staff management / supervisory experience in a fast-paced, customer-facing environment. • Experience of working within regulatory frameworks. • Experience of working with customers whose first language may not be English, who may have disabilities, or may have mental health difficulties. • Experience of dealing with confidential information and sensitive situations. 	Application form and interview.
Aptitude and skills	<ul style="list-style-type: none"> • Excellent interpersonal skills, including the ability to communicate confidently and effectively with a broad range of people from a wide variety of backgrounds. • Strong written and administrative skills and the ability to present information in a clear and helpful manner. • Strong IT skills, including MS Office, case management systems and student record systems such as SITS. • A proven aptitude for high standards of operational service delivery and an understanding of the student perspective. 	Application form and interview.

	Essential	Method of assessment
	<ul style="list-style-type: none"> • Reliable and resilient; able to cope with pressure. • Ability to diffuse situations where customers may be unsatisfied or have a complaint. • Strong problem-solving skills. • A self-confident, reliable, enthusiastic, warm and dependable approach to work, both collaboratively as a member of a team, and on own initiative. • Tact, diplomacy, empathy and patience. • Understanding of Health and Safety issues in customer-facing areas. 	

	Desirable	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> • Professional qualification. 	Application form.
Experience	<ul style="list-style-type: none"> • Experience of working in Higher or Further Education. 	Application form and interview.
Aptitude and Skills	<ul style="list-style-type: none"> • Experience of using TOPdesk or other ticketing systems. 	Application form and interview.

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	Collaboration	Ambition	Inclusion	Integrity
We strive for excellence within ourselves and others, providing solutions to new and existing challenges.	We work best when we are collaborative, working together to contribute to the Aston community.	We strive together for improvement and innovation looking ahead to see the bigger picture.	We treat everyone in our community equally and how they would like to be treated.	We are open, honest and fair. We take ownership of the way we work and how we treat each other.

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 23.59pm 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 recruitment@aston.ac.uk.

Contact information

Enquiries about the vacancy:

Name: Karen Birks

Job Title: Head of Advice Services

Email: k.birks@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via 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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