


Aston University **Student Centre Assistant**
BIRMINGHAM UK



OPPORTUNITY

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gets real.



Reference: 0485-25

Grade: 06

Salary: £26,942 to £29,179, per annum, depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose:

Working based on campus full time, you will be based in the welcome space of our newly created Student Solutions Centre. This is a vital role in ensuring our students receive an exceptional student experience.

With a passion for customer service and student experience, you will be responsible for providing high-quality and consistent front-line advice to students, supporting them throughout their studies.

Alongside your front of house role, you will be expected to provide administrative support to two fast-paced and high-performing teams, Careers and Placements and Student Life. As a key departmental administrator, you contribute to the improvement and implementation of administrative systems and processes, ensuring smooth day to day operations for both teams.

Main Duties/Responsibilities

- ▶ Provide a professional, welcoming and friendly service to all users, ensuring excellent customer care and taking ownership of any queries received.
- ▶ Triaging all queries, whether online, by phone, email or personal visit and making arrangements to ensure their query is appropriately resolved.
- ▶ Arrange appointments for students to see an appropriate staff member or arrange immediate assistance for students with urgent difficulties. This task requires the post holder to assess the degree of need in a particular individual who approaches the service.
- ▶ Make appointments, events and room scheduling for different services.
- ▶ Provide information and assistance to students, liaising with colleagues to ensure student issues are resolved promptly and efficiently.
- ▶ Work flexibly as a member of a team offering front line support, providing cover as and when required.
- ▶ Undertake a variety of administration tasks to support the smooth running of both teams, including but not limited to, health and safety, finance, orders for travel, stationery, and equipment from across the department, and supporting recruitment activities.
- ▶ You will also assist in the continual development, improvement and implementation of associated systems and processes relating to the role.
- ▶ Support the training and development of other administration staff as appropriate.
- ▶ Undertake any other duties as and when required at the request of your line manager and Heads of Department.

Additional responsibilities

- ▶ Undertake any other activities as required by the department and University, e.g. supporting with open days, careers fairs, graduation.
- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development.
- ▶ Champion GDPR policy, and assist in the secure collection, storage and sharing of data within and beyond the department in line with Data Protection Law.
- ▶ 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	<p>Educated to A-Level standard or equivalent.</p> <p>GCSE Grade C/4 or above in English and Mathematics or equivalent.</p>	Application form
Experience	<p>Experience of delivering excellent customer service to diverse stakeholders, including supporting customers remotely and face to face.</p> <p>Experience of undertaking administrative tasks for multi-functional teams.</p> <p>Experience of using database / casework systems including entering, accessing, and monitoring data.</p> <p>Experience of working in a culturally diverse environment and understanding the different needs of customers</p>	Application form and interview
Aptitude and skills	<p>Excellent written and verbal communication skills.</p> <p>Excellent interpersonal skills and enjoyment of working with customers, including those presenting in distress.</p> <p>Strong, demonstrable IT skills in Microsoft Outlook, Word and Excel, and an aptitude for development in and use of core software and data systems.</p> <p>Ability to work supportively and collaboratively as part of a team.</p> <p>Proven organisational, time management and prioritisation skills – ability to multitask.</p> <p>Ability to maintain a high level of accuracy and concentration.</p>	Application form and interview

	Essential	Method of assessment
	<p>Professional approach including a proven ability to manage sensitive or confidential information.</p> <p>Demonstrates a genuine interest in the operation of the Student Solutions Centre and is quick to learn new skills and a breadth of information</p> <p>Ability to remain calm, polite and welcoming especially at busy times.</p> <p>Willingness and availability to work into the early evenings and occasional weekends.</p> <p>Understanding of safeguarding issues</p> <p>Willingness to undertake mental health first aid/suicide prevention training.</p>	

	Desirable	Method of assessment
Education and qualifications	Study at Higher Education level	Application form
Experience	<p>Experience of working in a UK Higher Education student-facing team.</p> <p>Experience of working with people with disabilities and mental health difficulties.</p>	Application form and interview
Aptitude and Skills	<p>Competent in the use of SITS or other student record system and virtual learning environments (VLEs).</p> <p>Agresso (Unit4) user, or similar finance systems</p> <p>Understanding of the barriers to success which students may face whilst studying.</p>	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.



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: Celina Bai, Emma Tromans

Job Title: Student Centre Manager, Operations Manager - Careers and Placements

Email: c.bai@aston.ac.uk e.tromans1@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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