

Outreach Assistant



OPPORTUNITY

Where change
gets real.



Reference: 0595-25

Grade: Grade 06

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

Contract Type: Permanent

Basis: Full time

Job description

Job Purpose:

This role will be based in the Student Recruitment and Outreach team. The successful candidate will be the primary contact for organising and coordinating events and activities in school and college on behalf of the team. They will also assist colleagues in delivering core initiatives such as in-school workshops and presentations, campus visits and residential summer schools. Additionally, they will play an important role in supporting the wider team with organising Open Days and attending UCAS fairs and HE fairs.

Main Duties/Responsibilities:

Communications and Enquiry Handling

- ▶ Coordinate and respond to queries received through the Student Recruitment and Outreach Office inbox, ensuring timely and professional responses.
- ▶ Handle email communications from school and college accounts, providing accurate information and ensuring quick turnaround times.
- ▶ Deliver a high standard of customer service in all external and internal communications.
- ▶ Provide general enquiry support via telephone and email, signposting where appropriate.

Calendar and Data Management

- ▶ Coordinate team calendars to support effective scheduling of meetings, school visits, and events.
- ▶ Accurately record activity data using the Higher Education Access Tracker (HEAT), maintaining up-to-date and compliant records.
- ▶ Support the Outreach Manager in monitoring and evaluating outreach activity to ensure high-quality delivery and alignment with Access and Participation Plan (APP) targets.

Event support and delivery

- ▶ Contribute to the planning and delivery of a wide range of student recruitment and widening participation events, both on and off campus, including Open Days, Offer Holder Days, school and college visits, and the annual Teachers and Advisers Conference.
- ▶ Provide logistical and operational support for events, such as arranging travel and accommodation, managing registration, liaising with student ambassadors, assisting with set-up, and resolving issues on the day.
- ▶ Deliver engaging presentations and workshops in schools and colleges and represent Aston University at higher education fairs and national exhibitions to promote the benefits of higher education and raise awareness of university opportunities.

Marketing and Promotion

- ▶ Assist with the promotion of outreach events and activities through the university website, social media, and other digital channels in line with university branding.

General

- ▶ Undertake any other duties commensurate with the role, as required to support the work of the Student Recruitment and Outreach team.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities.
- ▶ 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
Education and qualifications	<ul style="list-style-type: none"> ▶ Educated to Level 3 / 4 (i.e. A Level, HNC, level 4 diploma) or equivalent qualification 	Application form and interview
Experience	<ul style="list-style-type: none"> ▶ Knowledge and understanding of the UK education system. ▶ Experience of working with young people. ▶ Experience of public speaking or delivering presentations. ▶ Experience of working in a busy, customer facing environment. ▶ Experience of building and maintaining positive working relationships with colleagues and stakeholders. 	Application form and interview
Aptitude and skills	<ul style="list-style-type: none"> ▶ Strong written and verbal communication skills. ▶ Excellent interpersonal skills. ▶ Excellent organisational skills and attention to detail. ▶ Ability to prioritise workload effectively. ▶ Ability to work independently and on own initiative as well as part of a team. ▶ Good IT skills and ability to work with all Microsoft Office applications. Flexibility to work evenings and occasional weekends. ▶ Prepared to travel across UK to full the requirements of the role. ▶ Full UK driving licence 	Application form and interview

	Desirable	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> ▶ Undergraduate degree or equivalent qualification. ▶ Qualifications in event management, project management, or working with young people. 	Application form and interview
Experience	<ul style="list-style-type: none"> ▶ Experience of working within the HE sectors. ▶ Experience of working with volunteers. ▶ Experience of event or project planning. ▶ Experience of designing talks and/or workshops. ▶ Experience in delivery or support of summer schools. 	Application form and interview
Aptitude and Skills		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 23.59 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 recruitment@aston.ac.uk.

Contact information

Enquiries about the vacancy:

Name: Amy Slater-McGill

Job Title: Outreach Manager

Telephone: 0121 204 3733

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:

Non-UK/Irish nationals will require a visa or immigration permission that allows them to work in the UK.

The most common work visas are the [Skilled Worker](#), [Global Talent](#) and [Graduate](#) immigration routes. You can find more information about these visa categories on our [web page for candidates](#). The [UKVI website](#) provides further detail about different work visas and the eligibility criteria for each.

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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