

OPPORTUNITY

Where change
gets real.



Reference: 0733-25

Grade: 07

Salary: £31,236 to £36,636, per annum, depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose:

The Global Operations and Projects Officer posts is an established post working within Aston's global student recruitment function, the Global Operations team.

The principal purpose of the posts is to support the development and running of a sector leading international student recruitment operations infrastructure and to take responsibility for delivery of specific allocated projects such as sponsors relationship management, recruitment partner management systems and processes, scholarships administration processes, commission processing and a range of BAU operational activities which contribute to the effective running of the recruitment function.

The post-holders will report to the Global Operations and Major Projects Manager and will be expected to work collaboratively with staff across the wider International Office, Marketing, Admissions, Alumni Relations, Visa Compliance and other central service and academic college-based teams, as required.

Specific allocated projects and responsibilities, such as sponsorship management, agent commission management, scholarships management, will be allocated based on individual relevant experience and skills and are subject to change according to business needs.

Main Duties/Responsibilities

Global Recruitment & Sales Process Support

- ▶ Support the effective and efficient running of international recruitment processes, procedures and major projects which contribute to the overall successful running of the global recruitment function.
- ▶ Bring a positive change mindset and embrace a continuous process improvement approach to developing new processes and embedding new work practices within recruitment operations.
- ▶ Undertake activities to support the delivery of major projects, whilst also ensuring the successful running of office BAU operations and processes, to agreed KPIs.
- ▶ Lead on allocated projects such as, but not limited to, Sponsor Management, Scholarship Management, Events and Visits Organisation, Agents Communications, Applicants Communications, etc. Specific projects will be assigned based on skills, experience and operational need.
- ▶ Provide excellent customer service, timely communication and act in a professional manner in all activities both to internal and external stakeholders.
- ▶ Develop specialist cultural and market knowledge in keeping with professional international engagement.
- ▶ Collaborate actively with the University's Marketing to ensure the marketing materials and digital support is provided according to the demands of the International Recruitment team.
- ▶ Occasionally participate in student recruitment and conversion activities to support the University's student recruitment plans, as directed by senior management.
- ▶ Take on any other projects and duties that may arise in conjunction with the broader management of student recruitment, as required.

Continual Service Improvement Plan Support and Delivery

- ▶ Contribute to the smooth delivery of the Service & Process Operational Improvement Plan.
- ▶ Comply with established SLAs and KPIs in delivering successful outcomes for allocated activities and projects.

Robust Compliance and Due Diligence

- ▶ Monitor, support and run processes which ensure compliance to all relevant internal, national and international regulations, working under the guidance of the Global Manager of Operations and Major Projects.
- ▶ Ensure all the relevant due diligence processes and compliance procedures are followed and in place for specific allocated projects.

CRM Implementation and Maintenance

- ▶ Maintain and input data into Aston's CRM.
- ▶ Provide training and support to International Recruitment staff on using relevant parts of the CRM.
- ▶ Liaise with the CRM Project team on all matters relevant to the implementation of CRM in the global recruitment function.

Office Operations

- ▶ Maintain day-to-day running of BAU office processes and operations, working to agreed SLAs.
- ▶ Contribute to monthly activity reports by providing regular updates on activities and projects.
- ▶ Manage inbound and outbound enquiries in a professional and timely manner through various International Recruitment inboxes.
- ▶ Act as first point of contact in relation to general office queries as well as matters related to specific allocated projects for internal stakeholders.

Events Management

- ▶ Provide project management support for the successful organisation and delivery of relevant recruitment events in the UK and occasionally overseas. For example, agent and partner conferences, sponsor events, scholarship ceremonies, etc.
- ▶ Support inbound visits from schools, agents and other recruitment partners and organisations, supporting the promotion of Aston University.
- ▶ Contribute to conversion activities, brand building activities and events, as agreed with the Global Operations and Major Projects Manager.

Sponsor Engagement & Liaison

- ▶ Build and maintain professional relationships with sponsors and their network channels by providing excellent customer service, fast responses and professional communication to any current and future sponsors/sponsored students.
- ▶ Support Regional Managers in any activity engaging sponsors and their network, including specified company or Ministry offices overseas as well as Embassies, Cultural, Military or Education Attaché Offices in the UK.
- ▶ Support Regional Managers in providing sponsors and sponsored students with all the necessary documents during the application process, enrolment, invoicing and collating academic progress reports from academic colleges.
- ▶ Assist in organising visits to the University by sponsors, working collaboratively with a range of colleagues centrally and within academic colleges to ensure sponsor visits are successfully and professionally delivered.

International Scholarships Management Support

- ▶ Manage and run operational processes to support the processing of international scholarships.
- ▶ Act as first point of contact for external funding bodies, including but not limited to British Council, Commonwealth Scholarships Commissions, and other government bodies.
- ▶ Provide regular reports on scholarships applications, allocations and scholarship spend to senior management, using agreed templates.

- ▶ Work closely with IT Digital Services in setting up the required infrastructure for receiving and processing of Aston University Scholarship Applications.
- ▶ Liaise with Marketing in setting up and maintain the necessary content on University web pages in relation to Aston University International Scholarships.
- ▶ Act as the first point of contact in relation to queries related to International Scholarships.

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"> ▶ Qualified to a minimum of undergraduate degree level or equivalent 	Application form
Experience	<ul style="list-style-type: none"> ▶ Experience of working to tight deadlines and a proven record of delivering to agreed objectives ▶ Experience of creating influential, audience specific content ▶ Experience of undertaking research and working with reports interpreting data ▶ Proven track record in building and managing relationships with a wide range of stakeholders ▶ Experience of successfully working on your own initiative and as part of the team ▶ Experience of working in a busy office environment ▶ Experience of organising events ▶ Experience of projects delivery in a complex and diverse organisation 	Application form and interview
Aptitude and skills	<ul style="list-style-type: none"> ▶ Excellent communication skills, including speaking and writing in English ▶ Strong Microsoft Office Suite skills ▶ Ability to use, maintain and develop administrative systems ▶ High level of accuracy and an attention to detail ▶ Ability to objectively analyse and evaluate situations through critical thinking and problem solving, in order to identify solutions 	Application form and interview

	Essential	Method of assessment
	<ul style="list-style-type: none"> ▶ Ability to work on your own initiative and manage individual projects. ▶ Proactive and dynamic approach to working as part of a team ▶ Customer care driven approach ▶ Excellent organisation and planning skills and the ability to prioritise workload and manage competing demands and work under pressure ▶ Ability to relate to different types of audiences and build strong relationships with external and internal stakeholders ▶ Strong interpersonal skills, including the ability to handle a wide range of contacts tactfully and persuasively ▶ Cultural sensitivity and awareness with diplomatic approach when dealing with external and internal stakeholders. ▶ Good analytical and research skills ▶ Ability to create clear and meaningful reports on various aspects of the allocated projects ▶ Ability to occasionally travel in the UK and overseas ▶ Flexible approach including willingness to work unsociable hours and during traditional national holidays as and when necessary 	

	Desirable	Method of assessment
Experience	<ul style="list-style-type: none"> ▶ Experience of working in International Education sector ▶ Experience of account management ▶ Experience of creating / managing digital communications through multiple channels ▶ Experience of working with CRM systems, SITS and other customer-oriented processes software 	Application form and interview
Aptitude and Skills	<ul style="list-style-type: none"> ▶ Understanding of business intelligence applications including PowerBI. ▶ Application of project management methods and techniques ▶ Knowledge / interest in the UK Higher Education Sector and / or International Education ▶ Knowledge/ interest in working with external sponsor organisations delivering outstanding customer service approach and process improvement 	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

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.

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: Jonathan Choi

Job Title: Global Operations and Major Projects Manager

Email: j.choi@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>

Aston University
Birmingham
B4 7ET, UK.
+44 (0)121 204 3000

www.aston.ac.uk