



OPPORTUNITY

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Reference: 0271-26

Grade: 08

Salary: £38,784 to £46,049, per annum, depending on experience

Contract Type: Fixed Term (12 months)

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.

Reporting to the Head of Advice Services, the postholder will provide accurate, high-quality information, advice and guidance to students experiencing a wide range of actual or potential barriers to successful study, including:

Financial – Eligibility for UK Government Student Finance, including additional support, challenging Student Finance decisions, funding delays, advising on overpayments and Compelling Personal Reasons. Support in cases of financial hardship and advising on alternative sources of funding for UK and International students.

Academic – advising students on university policy and the impact on funding in relation to; academic progress, changing course, leave of absence, exams and exceptional circumstances, placement years, repeat years.

Welfare – initial support with sensitive subjects such as cultural issues, gambling, addiction, family/relationship breakdowns, sudden homelessness. Support for students with caring responsibilities, care-experienced students and students estranged from their families.

Main Duties/Responsibilities

- ▶ As a member of the Funding and Student Life Team; offer appointments, engage in student funding and advice casework and provide advice to students on a range of issues.
- ▶ Be aware of and work to support the needs of vulnerable students, including care-experienced students, estranged students and young adult carers.
- ▶ Develop long-term, sustainable projects to raise awareness of issues around Student Finance among staff and students and develop a proactive approach to ensure that students are given the information they need to make informed decisions regarding Student Finance.
- ▶ Develop and deliver briefings and training on developments in Student Finance, fees and scholarship issues to relevant staff.
- ▶ Work collaboratively with Aston University Students' Union to increase student awareness of financial issues.
- ▶ Create and distribute resources for students using various communication media, including web pages, emails, social media, digital marketing, printed literature etc.
- ▶ Develop, implement and review the team web pages, leaflets and portal information specifically concerning student finance.
- ▶ Deliver presentations on Student Finance – and student support services more generally – to potential and current students. This includes attendance at University Offer Holder and Open Days and sessions targeted at students throughout the academic year.
- ▶ Participate in regional and national groups concerned with Student Finance matters, such as the National Association of Student Money Advisers (NASMA).
- ▶ Ensure that all administrative work related to student advice, welfare and health concerns is completed accurately and efficiently and in line with the Data Protection Act and other relevant legislation as appropriate.
- ▶ Ensure confidential and efficient communication of student support requirements between relevant support services, colleges and departments.
- ▶ Liaise with members of Student Life to ensure cross-support service communication for timely and effective support of students.
- ▶ Liaise with providers of purpose-built student accommodation, colleges and professional administrative departments to ensure the needs of vulnerable students are considered.
- ▶ Flexible approach to work, including occasional evenings and weekends as required.
- ▶ Any other duties commensurate with the grade and level of responsibility of this post.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities for self-development 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"> ▶ Qualified to undergraduate degree level or equivalent. ▶ Experience of continuous professional development. 	Application form
Experience	<ul style="list-style-type: none"> ▶ Substantial experience in a customer facing role within a university. ▶ Experience of working with a diverse higher education student population. ▶ Experience of providing advice on Student Finance and welfare support to students. ▶ Experience of dealing with complex Student Finance issues including student funding and financial assistance/advice. ▶ Experience of working with a wide range of stakeholders and relationship management. 	Application form and interview
Aptitude and skills	<ul style="list-style-type: none"> ▶ Knowledge of Student Finance England and policies and regulations around Student Finance. ▶ Strong problem-solving skills. ▶ A high standard of written and spoken English, with the ability to produce clear and concise reports and presentations. ▶ Excellent interpersonal skills, including the ability to 	Application form and interview

	Essential	Method of assessment
	<p>communicate confidently and effectively with a broad range of people and clients from a wide variety of backgrounds.</p> <ul style="list-style-type: none"> ▶ Ability to work under pressure with a diverse workload and conflicting priorities, and to meet deadlines. ▶ Ability to act on own initiative and as part of a collaborative team. ▶ Flexible approach to work, including occasional evenings and weekends as required. 	

	Desirable	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> ▶ Relevant money or benefits advice qualification. 	Application form
Experience	<ul style="list-style-type: none"> ▶ Substantial experience of working with students in sensitive and complex situations. ▶ Experience of working in Higher Education. ▶ Depth and breadth of experience in understanding and interpreting legislation, regulations and guidance. ▶ Health and Safety management in customer-facing areas. 	Application form and interview
Aptitude and Skills	<ul style="list-style-type: none"> ▶ An understanding and appreciation of the types of challenges that can be faced by students through the academic cycle. ▶ Experience of managing a project from start to finish. ▶ Previous experience with CRM systems and/or case recording systems e.g. TOPdesk, MSL, SITS, 	Application form and interview

	Desirable	Method of assessment
	SIMS or similar database and electronic recording systems.	

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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