



OPPORTUNITY

Where change
gets real.



Reference: 1095-26

Grade: C

Salary: £ 26,093 per annum, pro rata

Contract Type: Permanent

Basis: Part time (27.5 hours per week)

Job description

Main Duties/Responsibilities

This role will provide complete hotel style conference portering and cleaning services, provide customer support alongside some basic reception cover, predominantly during night time hours.

- ▶ The post holder will prepare all required meeting rooms and public areas to required setup standards as outlined on function sheets or requested by customers each night and to the company's standard operating and manual handling procedures.
- ▶ The post holder will further tidy public areas.
- ▶ The post holder will clean meeting rooms to a high standard.
- ▶ The post holder will complete at least 3 security/fire walk rounds during their shift.
- ▶ The post holder will assist in the maintenance and reporting of faulty furniture and equipment.
- ▶ The post holder will assist with basic reception check in/check out of customers. Main duties and responsibilities.

Customers

- ▶ Create a pleasant and professional environment for customers and colleagues at all times.
- ▶ Assist customers and colleagues with portering duties where required and directed.
- ▶ Conducting basic reception duties (such as check in/check out and general enquiries, maintaining computer systems with relevant information).
- ▶ Deal with and initially act upon customer feedback to remove initial customer stresses or enable service improvements. Further escalate where appropriate.
- ▶ Take payment for and process all company front of house revenues by following all legal and company processes and procedures.

Meeting Rooms

- ▶ Prepare conference areas and meeting rooms to the customers' requirements in a timely manner with attention to detail (including furniture layouts, AV equipment, signage, cleaning rooms, etc.).
- ▶ Carry out cleaning and maintenance checks in conference areas and meeting rooms,
- ▶ Ensure that all equipment in the department is well maintained and kept in good working order, following lines of escalation where required.

Security

- ▶ Controlling Conference Aston site security such as carpark barrier, repeater CCTV screen, fire walkie talkies, key cupboards, intruder and assistance alarms, and similar.
- ▶ Conduct regular security walks throughout the buildings.
- ▶ Take charge during emergency situations at night as per training and procedures provided.
- ▶ Receive and facilitate effective departmental handovers.
- ▶ Communicate effectively with all colleagues to ensure a seamless customer journey.
- ▶ Attend daily, weekly, monthly and ad hoc meetings as requested engaging prepared and contributing to achieve the meetings objectives.
- ▶ Act responsibly in all duties in line with the company's and University's code of conduct, policies and procedures as well as health & safety and environmental principles in all aspects of communication, actions and responsibilities.

- ▶ Conduct any other reasonable activity as requested by the Head of Department, Duty Manager or company executive team as commensurate within the grade of the post. This list is not exhaustive and will be reviewed periodically where adjustments may be made in an effort to fulfil the department's objective of delivering a seamless and positive customer journey at Conference Aston.

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	GCSE or equivalent in English and Maths with a minimum of level C	Application form and interview
Experience	Work in a similar busy environment Use of Microsoft Office	Application form and interview
Aptitude and skills	Complete tasks accurately and within given deadlines. Excellent customer service skills Ability to solve problems quickly	Application form and interview

	Desirable	Method of assessment
Experience	Experience of working night shifts Use of a property management system such as Guestline or Opera	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 23.59 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: Sam Higgs
Job Title: Head Of Operations
Email: s.higgs2@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: 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**.

Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/skilled-worker-visa> You can also find further information on our candidate immigration [web 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 our candidate immigration [web page](#) for further details.

Before you start and Right to Work

Right to Work Check

All employees must complete a Right to Work check before they commence work at Aston. HR will contact you during the onboarding process to arrange your check.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents that can help you find suitable accommodation. Useful websites for support and guidance

<https://www.gov.uk/government/publications/how-to-rent/how-to-rent-the-checklist-for-renting-in-england> and <https://www.citizensadvice.org.uk/housing/>

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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