Aston University
BIRMINGHAM UK

Student Solutions Centre Manager



Reference: 1844-26

Grade: 8

Contract Type: Full-time

Basis: Permanent

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Job description

About Student Life at Aston

Student Life provides a wide range of information, advice, guidance, counselling and support services to students across Aston University. Working with academic and professional services colleagues, Student Life helps students access appropriate support throughout their studies and contributes to a coordinated, high-quality student experience.

The Student Solutions Centre

The Student Solutions Centre (SSC) provides a welcoming first point of contact for students, staff and other enquirers seeking information, advice and access to University services. The SSC team provides front-line advice and triage in person, by email, telephone and online, helping students resolve enquiries and access appropriate advice, welfare, wellbeing and Registry services. Working closely with specialist teams, the Centre supports timely referrals, clear communication and a consistent experience across channels. The SSC also coordinates administrative support for Student Life functions.

The role

Reporting to the Head of Advice Services, the Student Solutions Centre (SSC) Manager leads and manages the staff and day-to-day operations of the SSC. The postholder is responsible for high-quality, consistent front-line advice, enquiry handling and triage, with direct line-management responsibility for the Student Centre Assistants. Working with the Head of Advice Services, the Manager develops operating procedures, plans staffing and space requirements, coordinates administrative support and improves delivery across in-person and digital channels. The role coordinates effectively with teams operating from the Centre without assuming line-management responsibility for those teams or ownership of their specialist casework. Complex enquiries and concerns are referred or escalated to the Head of Advice Services or the relevant specialist team.

A key focus of the role is to lead the SSC's attainment and ongoing maintenance of the Customer Service Excellence Award, embedding service standards and continuous improvement in everyday delivery. The postholder will use ticketing and case management systems to generate reports on service standards, utilisation and demand, interpret quantitative data alongside student feedback and other evidence, and translate findings into improvements to service provision.

The role is primarily campus-based. A flexible approach to work, including occasional evening and weekend work, is required.

Main duties/responsibilities

- Work with the Head of Advice Services to develop and implement SSC operations, procedures and service improvements that align with University strategy, policies and regulations and support a seamless student journey.
- Manage the day-to-day delivery of front-facing advice, enquiry handling and triage across in-person, email, telephone and online channels, ensuring a welcoming, accessible and consistent service.
- Line-manage the Student Centre Assistants, setting clear objectives and standards, holding regular one-to-ones, conducting annual appraisals and interim reviews, and identifying training and development needs.

- Plan workloads, staffing rotas and the deployment of available staff and space to maintain service continuity during absence and peak periods of demand.
- Coordinate with teams working from or receiving referrals through the SSC, agreeing practical arrangements for enquiry handling, handovers and administrative support while respecting specialist responsibilities and reporting lines.
- Develop and review clear operating procedures and guidance so that staff provide accurate information, resolve enquiries within their remit and make timely, appropriate referrals or signposts to relevant services.
- Support staff in responding to sensitive, challenging or unresolved enquiries and complaints, referring complex cases to the Head of Advice Services or relevant Student Life team leader and escalating urgent concerns through established University procedures.
- Lead the attainment and ongoing maintenance of the Customer Service Excellence Award for the SSC, coordinating assessment preparation, evidence gathering and improvement actions with the Head of Advice Services and relevant colleagues. Embed customer service standards in day-to-day practice and use student feedback and operational evidence to improve accessibility, responsiveness and consistency.
- Coordinate administrative support for Student Life teams, agreeing priorities and ensuring that work is planned, allocated and delivered accurately and on time.
- Use ticketing and case management systems to generate, validate and present regular reports on service standards, utilisation, demand and enquiry trends, including response and resolution times, outstanding enquiries and use of different service channels. Maintain accurate, consistent records and provide clear reporting to the Head of Advice Services and other relevant stakeholders.
- Interpret quantitative data alongside student feedback and other qualitative evidence to identify trends, gaps and barriers to access; inform staffing, service coverage and provision; prioritise improvement actions; and evaluate whether changes deliver better service outcomes.
- Promote SSC services, opening times and availability, and develop, maintain and review relevant webpages, leaflets and student portal information.
- Provide operational health and safety support for the SSC, including undertaking relevant training in risk assessment, First Aid at Work and fire marshalling, and coordinating with appropriate University colleagues.

Management Behaviours

- Model calm, welcoming and professionally boundaried leadership, setting clear expectations for respectful, accurate and student-focused service.
- Create a supportive team culture in which colleagues can raise workload, wellbeing and service concerns early and receive appropriate guidance.
- Exercise sound judgement, maintain confidentiality and ensure staff understand the limits of front-line advice, appropriate information-sharing and when to refer or escalate.
- Manage direct reports fairly and consistently, balancing service coverage and workload with staff support, development and clear accountability.
- Address conduct, performance and service concerns promptly and sensitively in line with University procedures, working collaboratively with colleagues to resolve issues and improve delivery.

Additional responsibilities

- Contribute to Student Life planning and service development, and engage in continuous personal and professional development, including relevant training and supporting the development of others.
- Ensure and promote the health, safety and wellbeing of staff and students.
- Promote equality of opportunity, inclusion and environmental sustainability in all aspects of work.
- Carry out duties fairly and in a way that engenders trust. DBS clearance is required for this role.

The duties and responsibilities describe the general nature of the role. Their balance may vary over time in response to departmental needs.

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Person specification

	Essential	Method of assessment
Education and qualifications	• Education to graduate level or equivalent relevant experience.	Application form
Experience	• Significant staff management or supervisory experience in a fast-paced, customer-facing environment, including allocating work and supporting staff development. • Experience of planning and coordinating front-line service delivery, including managing competing priorities and maintaining service continuity. • Experience of using ticketing and case management systems to monitor service delivery and produce reports on service standards, utilisation and demand. • Experience of interpreting service data and customer feedback to inform service provision, implement improvements and evaluate their impact. • Experience of working within regulatory frameworks and applying policies and procedures accurately. • Experience of supporting a diverse range of customers, including people whose first language is not English and people with disabilities or mental health difficulties. • Experience of handling confidential information, sensitive situations and challenging enquiries with tact and discretion.	Application form and interview
Aptitude and skills	• Excellent interpersonal and communication skills, with the ability to engage confidently and effectively with people from a wide variety of backgrounds. • Strong written and administrative skills, including presenting information clearly and helpfully and maintaining accurate records.	Application form and interview

	Essential	Method of assessment
	• Strong IT skills, including practical proficiency in ticketing and case management systems to manage enquiries, maintain data quality and generate service reports; competence in Microsoft Office and student records systems or online portals, with the ability to learn relevant systems such as SITS. • Strong data literacy, including the ability to generate, validate and interpret reports on service standards, utilisation and demand; recognise limitations in data; and communicate findings clearly to inform operational decisions. • Ability to deliver high operational service standards and understand enquiries and service processes from the student perspective. • Understanding of the Customer Service Excellence Award and the ability to coordinate evidence, assessment preparation and improvement activity to support its attainment and ongoing maintenance. • Strong organisational and problem-solving skills, including prioritising workloads, planning service cover and using service information to identify improvements. • Ability to de-escalate challenging situations and respond constructively to dissatisfaction or complaints, recognising when specialist support or escalation is required. • A reliable, resilient and collaborative approach, with the ability to work calmly under pressure and on own initiative. • Tact, diplomacy, empathy and patience, with sound judgement about confidentiality and professional boundaries. • Understanding of health and safety issues in customer-facing environments.	

	Desirable	Method of assessment

Education and qualifications	• Relevant professional qualification.	Application form
Experience	Experience of working in Higher or Further Education. Experience of contributing to the attainment or maintenance of the Customer Service Excellence Award or a comparable externally assessed service quality standard. •	Application form and interview
Aptitude and Skills	• Experience of using TopDesk specifically.	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.



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

Enquires about this vacancy:
Head of Advice Services

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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