



Student Advice Reception and Administrative Support Assistant (Casual Cover)

Applicant Information and Job Description and Person Specification

Summary

Aston Students' Union (SU) is a membership organisation for students studying at Aston University. The SU is led by elected student officers supported by a staff team. It is an independent charity and company that exists to impact positively on the life of Aston University students. The SU provides a range of services to enhance the student experience. Services are varied and include advice and support, a student representation framework, over 100 clubs and societies, an accommodation service, headline annual events alongside much more.

Job Summary

We are looking for a reliable, professional, and adaptable individual to provide reception and administrative cover for our Advice Service, which supports over 18,000 students at Aston University. Our team helps students with a wide range of issues, including academic concerns, housing, and money matters, offering clear and confidential advice when it's needed most. This is a casual cover role to support the service during periods of staff absence or annual leave, which may arise at short notice. You will be the first point of contact for all advice enquiries, helping students find the right information or connect with an adviser. You will play an important part in ensuring the service is welcoming, efficient, and supportive, helping students access the right help quickly and confidently.

Working hours will vary between 10:00am and 4:00pm, Monday to Friday during term time, with different assistants covering morning or afternoon shifts as required. May occasionally be asked cover open days on weekends.

Principle Purpose of Job: To support the Union's advice service by providing a welcoming reception, triage service and administrative support for the Students' Union Advice Service.

Work Location: Aston University Campus: Aston Students' Union, B4 7BX

Responsible to: Head of Advice, Wellbeing, and Accommodation Support

Equality, Diversity and Inclusivity

Aston Students' Union is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on Race, Age, Disability, Sex, Sexual Orientation, Gender Reassignment, Religion or belief, Marriage and Civil Partnership or Pregnancy and maternity or any other protected characteristic. If you require any reasonable adjustments to assist you in the application or interview process, please get in touch to discuss your needs.

Main Duties and Responsibilities

- a) Provide a professional, friendly, and welcoming reception service for students visiting or contacting the Advice Service.
- b) Support students in completing enquiry or referral forms and ensure these are passed securely to advisers.
- c) Offer basic information using approved materials, FAQs, or referral guidance.
- d) Manage the reception area, ensuring it is tidy, safe, and welcoming.
- e) Check adviser availability and arrange appointments via shared calendars (view-only access).
- f) Record footfall, enquiry data, and support the monitoring of student interactions.
- g) Provide administrative support, including printing, filing, and general office tasks.
- h) Direct students to other University or external support services as appropriate.
- i) Assist with promotional activities for the Advice Service such as campaigns, events, or social media.
- j) Maintain confidentiality and handle all information in line with SU data protection and safeguarding policies.
- k) Undertake other reasonable duties commensurate with the role as directed by the Head of Advice, Wellbeing, and Accommodation Support.

General Responsibilities

- a) To undertake other duties reasonably required by the Head of Advice, Wellbeing, and Accommodation or Senior Management Team.
- b) Where required to attend meetings with the University and other stakeholders related to student advice areas.
- c) Keep up to date with changes in union, university and national policy that impact on the work of the union or on the student membership, and support others to understand such changes.
- d) Ensure that equal opportunities, diversity and data protection policies are adhered to in all activities.
- e) To attend all training and supervision sessions when required.
- f) To monitor and update the relevant areas of the Students' Union website.
- g) To undertake other duties that may be assigned by the employer, as might reasonably be expected within the grade of the post.
- h) Ensure that day to day activities embrace sustainability through monitoring the social, economic, environmental and human rights impact of the Students' Union
- i) Ensuring that day to day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting any electrical faults, water leakage or other environmental concerns to the facilities or line manager etc.

Standards

- A. The post holder will be expected to both professionally and personally, display a positive image of Aston SU.

- B. The post holder will be expected to uphold the values of Aston SU and demonstrate high standards of professionalism, respect for others, integrity and accountability.
- C. To actively demonstrate commitment to equality, diversity and inclusion.
- D. The post holder will be expected to abide by the Union's various policies such as the Equality and Diversity policy and the Anti Bullying and Harassment policy at all times.

Person Specification

The following sets out the range of personal qualities, skills and experience that the preferred candidate will be able to demonstrate.

Essential

- Current Aston University student (undergraduate or postgraduate)
- Fluent in English with strong written and verbal communication skills
- Friendly, professional, and approachable manner
- Excellent customer service and administrative skills
- Ability to remain calm, patient, and professional when dealing with sensitive situations
- Reliable, punctual, and flexible, with availability at short notice when required
- Organised with good attention to detail
- Proficient in IT (Microsoft Office, email, online forms)
- Committed to confidentiality, data protection, equality, and inclusion

Desirable

- Experience working in a customer-facing or administrative role
- Knowledge of Aston Students' Union and University support services
- Experience handling sensitive or confidential information

Applicant information

- This role is only available to current Aston students who will be available to work on campus from the start of September and enrolled at Aston throughout 2025/26.
- Wage: £12.21 per hour (Plus holiday pay)
- Contract type: Casual (Zero Hours). Please note hours will vary as the purpose of the role is to cover staff annual leave or absence.
- To apply, please send a CV and covering letter to our HR, Governance and Admin Coordinator, Shadab Hussain on s.hussain30@aston.ac.uk. The covering letter should detail how you meet the criteria required for the role.
- Applications received after the closing date stated in the advert will not be considered.
- Application closing date: 11:59pm on Monday 24th November 2025
- Interview date: Tuesday 2nd December 2025