



## Aston Student Homes Assistant (SEAL Project Support)

### 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

Aston Student Homes (ASH) is the official student accommodation support service endorsed by Aston University and operated by Aston Students' Union. ASH helps Aston students find safe, good-quality private accommodation in Birmingham by promoting a wide range of registered landlords, private halls, and homestay options.

This casual assistant role has been created specifically to support the delivery of the **Student Energy Action for Life (SEAL) project**, which is funded by **The National Lottery Community Fund** and coordinated nationally by **SOS-UK**.

The primary purpose of this role is to provide operational and administrative support to the ASH Coordinator, enabling them to dedicate time to delivering SEAL project activity. The Assistant will also directly support key elements of SEAL including landlord communications, student engagement, events, and survey coordination.

This role offers a valuable opportunity for a proactive Aston University student to gain hands-on experience in housing services, events, sustainability, and community engagement.

*This post is fully funded by the SEAL (Student Energy Action for Life) project as part of a national initiative led by SOS-UK and supported by The National Lottery Community Fund.*

#### Principle Purpose of Job:

This role is fully funded by the SEAL (Student Energy Action for Life) project. It exists to help with the day-to-day running of Aston Student Homes so that the Coordinator can focus on delivering the project. The assistant will also directly support parts of the SEAL project, including helping with events, student and landlord engagement, and general admin

#### Work Location:

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

**Responsible to:** Head of Advice, Wellbeing, and Accommodation Support & Aston Students Homes Coordinator

## **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. Aston Student Homes Core Responsibilities**

- Assist students with basic accommodation queries and direct them to approved listings and resources.
- Update property records and maintain contact information for landlords and letting agents.
- Check and file property documentation (e.g. EPCs, HMO licenses, gas/electric certificates).
- Respond to incoming student or landlord enquiries by email, MS Teams, phone, and in person.
- Help students list accommodation on the message board if leaving tenancies early.
- Assist in the preparation and delivery of landlord engagement events and Accommodation Fairs.
- Support the day-to-day administration of StudentPad and help track usage or student feedback.
- Liaise with the SU Advice service where needed to support housing-related cases.

### **B. SEAL Project Responsibilities (Additional Duties)**

- Support promotional activities for SEAL including helping with materials, posters, and communications.
- Help prepare survey links, landlord packs, and energy awareness resources.
- Assist with the delivery of SEAL landlord webinars or drop-ins by supporting admin, invites, or bookings.
- Collect, input, and organise student and landlord survey responses or feedback data.
- Help set up logistics, materials, and risk assessments for landlord visits or engagement events.

### **C. General Duties**

- Where required, attend meetings with the University and other stakeholders related to student accommodation support.
- Undertake any administrative tasks or duties as required that are commensurate with the status and role.
- Keep up to date with changes in union, university, and national policy that impact the work of the union or on the student membership, and support others to understand such changes.
- Ensure that equal opportunities, diversity, and data protection policies are adhered to in all activities.
- Attend all training and supervision sessions when required.
- Ensure that day-to-day activities embrace sustainability and reduce the impact upon the environment.
- Undertake other duties that may be assigned by the employer, as might reasonably be expected within the grade of the post.

## 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.

## **Person Specification**

### **Essential:**

- Currently enrolled Aston University student (and will continue in 2025–26 academic year).
- Interest in student accommodation, sustainability, or support services.
- Strong communication skills – able to engage clearly and confidently with students and landlords.
- Good organisational skills and attention to detail in handling administrative tasks.
- Reliable and punctual, with the ability to manage workload around academic commitments.
- Basic understanding of student housing issues or willingness to learn.
- Competent in using Microsoft Office (Word, Excel, Outlook) and online systems.
- Ability to support data collection, logging and basic analysis (e.g. collating survey results).
- Willingness to support project work and follow guidance on event coordination and communications.
- Ability to maintain confidentiality and understand data protection responsibilities.
- Positive attitude, with a proactive and solution-focused approach to work.
- Commitment to equality, diversity, and inclusion in all aspects of the role.

### **Desirable:**

- Experience in a customer service, administration, or student-facing role.
- Knowledge of student housing options in Birmingham or personal experience renting.
- Confidence using social media or design tools to support promotional tasks.
- Previous involvement in events, peer support, societies, or sustainability campaigns.
- Interest in energy efficiency, environmental issues, or improving the student experience.

## 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.
- UK Living Wage – currently £12.60 per hour + Holiday Pay
- Contract type: Casual.
- If you would [like to clarify any information](#) or have an informal chat about the role, please email [s.hussain30@aston.ac.uk](mailto:s.hussain30@aston.ac.uk).
- To apply, please send a CV and [covering letter to our HR](#), Governance and Admin Coordinator, Shadab Hussain on [s.hussain30@aston.ac.uk](mailto: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: 12 noon Friday, 30th May 2025
- Interview date: Week commencing 9th June