



Student Building Operations Assistant (Speedgate Ambassador)

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 seeking approachable, safety-conscious current Aston University students to join our Operations Team as Speedgate Ambassadors at the main SU entrance. You will be the first point of contact for everyone entering the building—greeting students and visitors, verifying IDs and guest passes, and ensuring a smooth, secure flow. Shifts of 4 – 6 hours, scheduled Monday–Friday and capped at 20 hours per week (across all SU roles), make this an ideal term-time job alongside your studies.

Principle Purpose of Job:

To facilitate safe, efficient and welcoming access to the SU by operating the speedgate entrance and providing excellent front-of-house service.

Work Location:

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

Responsible to:

Operations & Commercial Services Manager / Operations Duty Manager

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:

- Greet all building users with a friendly, professional welcome.
- Monitor and operate the speedgate turnstiles; check University ID cards and guest passes.
- Provide way-finding, signposting and basic information about SU facilities, events and services.
- Manage queues during peak times, maintaining a safe and orderly flow.
- Observe behavior; identify potential safety or security concerns and escalate to the Duty Manager or Campus Security as needed.
- Record footfall data or access-control exceptions using provided systems.
- Ensure the entrance lobby, speedgate area and nearby signage remain clean, tidy and accessible.
- Support emergency evacuations and follow health & safety procedures at all times.
- Carry out any other reasonable tasks assigned by Operations or Senior Management.

General Responsibilities:

- Uphold SU policies on equality, diversity, data protection and sustainability.
- Attend mandatory training (customer service, disability awareness, fire marshal, etc.) and scheduled supervision sessions.
- Actively contribute ideas to improve the entrance experience and building safety.
- Perform any other duties reasonably required by the Operations & Commercial Services Manager or senior staff.

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

Essential:

- Friendly and confident communicator.
- Commitment to excellent customer care.
- Calm under pressure; able to manage queues and resolve minor conflicts.
- Good observational skills and attention to detail.
- Basic IT/data-entry ability.
- Reliability, punctuality and professionalism.
- Eligible to work in the UK and enrolled Aston student for 2025-26.

Desirable:

- Prior front-of-house, customer-service or security experience.
- First Aid qualification.
- SIA Door Supervision licence (or willingness to work towards).
- Experience with electronic access-control or till systems.
- Understanding of campus-wide student services.
- Multilingual (helpful for supporting international students).

Applicant information

- Eligibility: Current Aston students enrolled during the 2025-26 academic year.
- Typical shift pattern: 4 – 6 hours, Monday – Friday, within building opening hours (10:00 – 23:00 during term-time)
- Hourly Rate: £12.21 + holiday pay
- If you would like to clarify any information or have an informal chat about the role, please email 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. The covering letter should detail how you meet the criteria required for the role.
- Application closing date: 22nd August 2025
- Interview date: TBC

All applicants must have the right to work in the UK and will be asked to provide evidence before employment commences.