UNIVERSITY OF SUSSEX

Job Description for the post of Clerical Assistant, Professional Service Team

Department	Professional Service Team
Section / Unit / School	Professional Service Team
Location	tbc
Grade	3
Responsible to	Curriculum Administrator
Responsible for	n/a

Purpose of the post:

To provide efficient clerical support for the range of services offered by the Academic Registry Professional Service Team and other co-located PST Assistants (eg Operations Manager (title to be confirmed)).

Key Responsibilities:

1 Provide a professional reception and general enquiries service

1.1 Deal with a range of post, telephone and in-person queries
1.2 To deal with, or refer, basic queries and correspondence
1.3 Distribution of post

2 Provide clerical support
2.1 Support professional service team members including the Strategy and Operationa Manager, Curriculum Administrator and other colleagues
2.2 To arrange and support meetings and events, including diary management and the preparation, copying and circulation of papers
2.3 To maintain records, including paper-based and electronic data systems
2.4 Typing minutes and reports
2.5 Drafting minutes, letters and simple reports
2.6 Data entry as required

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

PERSON SPECIFICATION: Candidates will have the following:

ESSENTIAL

- willingness and ability to do routine work
- the desire and ability to work as part of a flexible team
- fast, accurate word processing and an ability to ensure effective, professional standards of presentation
- helpful, cooperative and sensitive to the needs and feelings of others including a commitment to customer service, approachability and flexibility in responding to emergencies and unforeseen events
- the ability to distinguish between conflicting demands, scheduling and planning work in order to meet priorities and deadlines
- reliablility, honesty and a commitment to maintaining confidentiality

DESIRABLE

- experience in accurate data entry
- familiarity with processes for quality assurance, curriculum development and maintenance
- familiarity with student progress and assessment mattersa
- experience of database systems

Date   26 June 2009