

UNIVERSITY OF SUSSEX

Job Description for the post of: Clerical Assistant

Department	n/a
Section / Unit / School	All schools
Location	School Office
Grade	3
Responsible to	School Administrator
Responsible for	N/A

Purpose of the post:

To provide clerical support for a range of school functions

Key Responsibilities:

- 1 Provide a friendly and professional reception and general enquiries service to students, faculty and visitors**
 - 1.1 Deal with post, telephone and in-person queries
 - 1.2 To deal with, or refer, basic queries and correspondence
 - 1.3 To provide prompt, accurate and effective email and phone advice to prospective students, as part of the network led by the central enquiries team.
 - 1.4 Distribution of post and documentation, and maintenance of pigeon holes, and notice boards
 - 1.5 Preparation and updating of documentation
 - 1.6 Deal effectively and efficiently with enquires from staff, students and visitors

- 2 Provide clerical support to school staff and officers**
 - 2.1 To support meetings, copying papers and reports
 - 2.2 To maintain records, including paper based and data systems
 - 2.3 To enter data into systems as required
 - 2.4 To assist with the submission of assessed work and related processes

- 3. Within clear parameters to take responsibility for specific projects or areas of work.**

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 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
- someone 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
- reliability, honesty and a commitment to maintaining confidentiality

Desirable

- experience in accurate data entry
- experience of working on projects
- experience of providing a reception service

Date: 26 June 2009