



## 1 Advertisement

**Post Title:** Clerical Assistant

**School/department:** School of Mathematical and Physical Sciences

**Hours:** Full time with option for some hybrid working (core hours 9 – 5 Monday to Friday). Requests for flexible working options will be considered, subject to business need.

**Contract:** Permanent

**Reference:** 20601

**Salary:** Starting at £22,630 to £23,662 per annum, pro rata if part time

**Placed on:** 3 May 2023

**Closing date:** 24 May 2023

**Expected interview date:** To be confirmed

**Expected start date:** As soon as possible

We are seeking a helpful, enthusiastic, and well-organised individual to join our dynamic and friendly administrative team. The successful candidate will work closely with colleagues to deliver a high standard of support while having the freedom to create new systems.

You will have responsibility for our student reception and provide clerical support to several workstreams: Research, Teaching & Learning, Student Engagement. You will enjoy a wide variety of tasks that will vary throughout the year, keeping the job fresh and interesting. Tasks will include:

Reception:

- All elements of the school reception
- Being the first point of contact for all student enquiries in person, via email and telephone
- Supporting events: booking rooms and catering
- Placing orders for stationery and other supplies.

Research:

- Supporting PhD applications and enquiries
- Coordinating and entering details of research papers on Sussex Research Online
- Collating paperwork and signatures for research grant applications
- Support for research seminars and events
- Supporting the Research team with ad hoc tasks

#### Teaching & Learning:

- Supporting exam administration, entering marks
- Photocopying meeting papers
- Producing letters at student request
- Supporting the Teaching and Learning team with data entry and other ad hoc tasks

#### Student Engagement:

- Logging student absences, working with the Student Experience Coordinator
- Supporting meetings and student experience events
- Ad hoc support with social media, websites, or outreach

The successful candidate will be professional, dynamic, versatile, and outgoing, with excellent communication skills and confidence with IT. They will have experience in customer service, data entry and information systems.

The School Office is vital to the smooth-running of the School and you will contribute to the high standards of service delivery.

Please contact Sophie Corton [s.c.corton@sussex.ac.uk](mailto:s.c.corton@sussex.ac.uk) for informal enquiries.

The University is committed to equality and valuing diversity, and applications are particularly welcomed from women and black and minority ethnic candidates, who are under-represented in academic posts in Science, Technology, Engineering, Medicine and Mathematics (STEMM) at Sussex.

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

## 2. The School / Division

Please find further information regarding the school/division at <http://www.sussex.ac.uk/mps/>

## 3. Job Description

**Job Description for the post of:** Clerical Assistant **Section/Unit/School:**

School of Mathematical and Physical Sciences **Location:** School Office,

Pevensy II building

**Grade:** 3

**Responsible to:** Assistant Operations Manager

**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 pigeonholes, 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 other 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.

**4. Person Specification**

**SKILLS / ABILITIES**

	Essential	Desirable
Excellent communication skills, both oral and written	x	
Willingness and ability to do routine work	x	
Good ICT skills, including using databases	x	
High degree of accuracy and attention to detail	X	
Ability to distinguish between conflicting demands, scheduling and planning work in order to meet priorities and deadlines	x	

**KNOWLEDGE**

	Essential	Desirable
knowledge of customer service principles and practices		x

## EXPERIENCE

	Essential	Desirable
Experience of administrative & clerical systems	x	
Experience of customer service environment	x	
Experience of working in HE environment		x
Experience of organizing formal meetings, committees and events	x	
Experience of data entry and working with information systems, such as student records	x	
Experience of document and website editing		x

## QUALIFICATIONS

	Essential	Desirable
A high standard of written and spoken English	x	

## PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
Commitment to providing high levels of service to students and staff	x	
Commitment to team working	x	
Outward looking and positive towards new challenges	x	
Reliability, honesty and a commitment to maintaining confidentiality	x	
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	x	
Ability to deal sensitively with anxious students	x	