



1 Advertisement

Post Title: Assistant Coordinator

School/department: Social Science/Law, Politics and Sociology

Hours: Full Time hours (36.5 hours). Requests for [flexible working](#) options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: permanent

Reference: 21458

Salary: starting at £23,144 to £24,248 per annum, pro rata if part time

Placed on: 21 August

Closing date: 05 September. Applications must be received by midnight of the closing date.

Expected Interview date: To be confirmed

Expected start date: As soon as possible

The Social Science team is seeking a friendly and welcoming office administrator. The main purpose of this post will be to support academic staff, providing a helpful and efficient front-line service, alongside general administrative support.

We are seeking to appoint a proactive individual who has good communication skills, excellent attention to detail, and the ability to handle routine tasks. The successful candidate will have excellent organisational and IT skills and will be able to demonstrate that they can work well as part of a busy and diverse team. This role will appeal to you if you enjoy working in a busy and varied environment.

The successful applicant will work as part the Operations team, working closely with academic faculty and professional services staff. Duties will include, but are not limited to dealing with diary management, making travel arrangements, placing finance orders, supporting staff recruitment processes and handling queries and correspondence professionally. A good working knowledge of Microsoft packages as well as initiative, flexibility, and the ability to communicate effectively are essential.

Candidates are able to work to a hybrid working pattern, with some hours able to be worked remotely whilst delivering the needs of the business. More hours will be required in the office during busy periods at the start and end of each term.

Please contact Pippa Robinson, pjr26@sussex.ac.uk for informal enquiries.

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

<http://www.sussex.ac.uk/schoolsandservices/schools/>

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

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| Job Title: | Assistant Co-ordinator |
| Grade: | G3 |
| School/Division: | LPS/Social Science |
| Location: | Freeman Building |
| Responsible to: | Assistant Operations Manager |
| Direct reports: | N/A |
| Key contacts: | All school staff, Student Centre, central admissions team |

Role description:

To provide efficient administrative support as specified. To serve as an initial point of contact and link between students, staff members, internal departments, and external contacts. To assist colleagues in the provision of clerical and administrative support, ensuring that the processes and services for which they are responsible operate smoothly.

PRINCIPAL ACCOUNTABILITIES

In relation to a range of named services or processes, to:

1. Support the successful delivery of the services or processes of the unit through the effective coordination of activities, events and meetings
2. As directed, assist in maintaining, publishing and disseminating information and appropriate communications to ensure services and processes are understood, utilised and applied
3. To be a point of contact for service users in the effective and efficient delivery of services. Assess and triage queries and potential issues, referring to more senior colleagues where necessary
4. Provide support to team colleagues in the delivery of staff and student activities

Role specific duties:

- Deal effectively and efficiently with enquires from staff, students and visitors
- Provide administrative and clerical support to specified staff, including calendar/task management, room bookings, records management, and hospitality requests,
- Process orders for approval and raise internal requisitions (catering, estates, finance etc)
- Deal with, or refer, queries and correspondence, including admissions enquiries and drafting letters within agreed protocols.
- To arrange and support meetings including logistical arrangements, taking notes, typing up minutes, following up actions and preparing papers for circulation within remit of role.

- To support school events including admissions activities, student induction, team meetings and celebratory events.
- Provide data entry to support academic and professional services staff in the school.
- Within clear parameters to take responsibility for specific projects or areas of work.

KEY RESPONSIBILITIES

1. Working as part of a team and within the wider institution, in line with local policy and procedure, as directed assist with the planning, scheduling and delivery of activities, events and meetings including, but not limited to;
 - Helping to ensure that time lines and resources are identified, realistic and achievable
 - Proactively raising issues arising in advance for discussion and resolution
 - Co-ordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery
 - To act as an ambassador for the service, with a focus on customer service and delivery.
 2. Communicating effectively with all stakeholders (students, staff, external partners and visitors)
 - Publicising activities, events and meetings to all relevant staff, students or external parties in an effective way
 - As directed, undertake the editing of local guidelines ensuring that content relating to own areas is clear and understandable to readers, up to date and accessible
 - Maintaining website pages (and other sources of information) to accurately reflect current activity in an engaging way
 3. Providing support, information and guidance to staff and students.
 - To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements, referring to others as appropriate more complex issues or ones that are outside of normal practice
 - Referring staff and students to procedures and processes when needed
 4. Liaising with colleagues with similar areas of responsibility and being actively involved in team meetings, networks, attending meetings, sharing information and contributing to the development of processes
 5. Creating and maintaining accurate information
 - Ensure comprehensive records and files for future reference are maintained
 - Providing data as requested
- This role does not have any budget responsibility.
 - This role does not have any line management responsibility.
 - This role does not have any responsibilities for equipment or premises.
 - Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

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

INDICATIVE PERFORMANCE CRITERIA

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Good secondary education (including passes in English and Maths).
2. With guidance, effective organisational skills to organise own workload and priorities.
3. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
4. Ability to work flexibly within a small team.
5. Competent IT skills to effectively manager own workload – MS Suite.

ESSENTIAL ROLE-SPECIFIC CRITERIA

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
- accurate word processing and an ability to ensure professional standards of presentation
- helpful, cooperative and sensitive to the needs and feelings of others
- A commitment to customer service, with evidence of approachability and sensitivity to the needs and feelings of others
- Flexibility in responding quickly to events and taking appropriate action.
- Evidence of reliability, honesty and a commitment to maintaining confidentiality
- Familiarity with outlook for diary and task management.
- Experience in accurate data entry

DESIRABLE

- Relevant experience working in a university or similar role/environment.
- Use of business systems e.g. finance expense/claims systems, HR, estates
- Managing or supporting events
- Experience of creating and posting of social media posts, short films, or graphics
- Experience of using student record system or content management databases.