1 Advertisement

Post Title: Clerical Assistant (0.5 FTE)
School/department: School of Education and Social Work
Hours: part time hours considered up to a maximum of 18.25 hours per week. Requests for flexible working options will be considered (subject to business need).
Contract: Maternity cover
Reference: 2172
Salary: Starting at £19,133 and rising to £21,236 per annum, pro rata
Closing date: 26 September 2019. Applications must be received by midnight of the closing date.
Expected start date: As soon as possible

This post offers an opportunity to join a team of professional services staff within the busy and vibrant School of Education and Social Work.

You will provide a friendly and professional reception service alongside duties that include clerical support to other school colleagues related to course administration, financial processes and general office tasks.

Excellent computer skills (including word processing, spread sheets and e-mail) and the ability to work flexibly are essential, as is the ability to deal effectively and communicate well with people at a range of levels.

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

The School was created in August 2009, bringing together two established and thriving departments – the Department of Education and the Department of Social Work and Social Care. The School is committed to contributing to social justice at global, international and national levels in terms of our research, teaching and professional education. We have a developing stream of interdisciplinary activity that unites the work of colleagues in both Departments and the School has a large number of both home and international doctoral students.

The School is led by the Head of School and both departments are led by a Head of Department. The academic work is supported by 25 members of professional services staff who are located within the school and led by the School Administrator as well as by a range of central university services. Our professional services team comprises of posts that cover support for courses and admissions, research and projects, curriculum and assessment as well as communications and technical laboratory activities.

The School is committed to promoting equality, diversity and inclusion within its staff group.
3. **Job Description**

Job Description for the post of: Clerical Assistant

**Department:** Social Work and Social Care

**Section/Unit/School:** School of Education and Social Work

**Location:** Essex House

**Grade:** 3

**Responsible to:** School Administrator

**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**
   
   1.2 Deal with post, telephone and in-person enquiries
   
   1.3 To deal with, or refer, basic queries and correspondence
   
   1.4 To provide prompt, accurate and effective email and phone advice to prospective students, as part of the network led by the central enquiries team
   
   1.5 Distribution of post and documentation, maintenance of pigeonholes and noticeboards
   
   1.6 Preparation and updating of documentation
   
   1.7 Deal effectively and efficiently with enquiries 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 process

3. **Within in clear parameters to take responsibility for financial processes using the Finance system**

   3.1 to raise purchase orders and deal with suppliers
   
   3.2 To deal efficiently with payment queries
   
   3.3 To process invoices and external expense claims.
   
   3.4 To liaise the Procurement office regarding the setting up of new suppliers to the University
   
   3.5 To problem solve by pro-actively liaising with colleagues in the central Finance and Procurement teams.
4 Within clear parameters to take responsibility for specific projects or area 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

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Willingness to do routine work</td>
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<td>The desire and ability to work as part of a flexible team</td>
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<td>Fast, accurate word processing and an ability to ensure effective, professional standards of presentation</td>
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<td>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</td>
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<td>The ability to distinguish between conflicting demands, scheduling and planning work in order to meet priorities and deadlines</td>
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<td>Reliability, honesty and a commitment to maintaining confidentiality</td>
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<td>Experience in accurate data entry</td>
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<td>Experience of working on projects</td>
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<td>Experience of providing a reception service</td>
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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.