



## 1 Advertisement

**Post Title:** Clerical Assistant

**School/Department:** School of Global Studies

**Hours:** Full time

**Contract:** fixed term for 2 years

**Reference:** 2226

**Salary:** starting at £19,133 and rising to £21,236 per annum

**Placed on:** 25 September 2019

**Closing date:** 17 October 2019. Applications must be received by midnight of the closing date.

**Expected Interview date:** 29 October 2019

**Expected start date:** 25 November 2019

The School of Global Studies looking for a Clerical Assistant to work on our reception desk in our busy school office.

The successful candidate will be dealing with students, teaching staff, and members of the public on a daily basis and will provide a high standard of customer service, be computer literate and have a friendly disposition.

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 <http://www.sussex.ac.uk/global/>

## 3. Job Description

Job Description for the post of: Clerical Assistant

**Section/Unit/School:** School of Global Studies

**Location:** Arts C168

**Grade:** 3

**Responsible to:** School Administrator, Global Studies

**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

## **4. Person Specification**

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#### **Desirable**

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