

## 1 Advertisement

**Post Title:** Clerical Assistant

**School/department:** School of Life Sciences

**Hours:** full time or part time hours considered up to a maximum of 36.5 hours. Requests for [flexible working](#) options will be considered (subject to business need).

**Contract:** fixed term for 2 years

**Reference:** 2348

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

**Closing date:** 14 October 2019. Applications must be received by midnight of the closing date.

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

We are looking for a grade 3, full-time Clerical Assistant to join our friendly team in the Life Sciences School Office. The post-holder will work as part of a team providing support for staff, students and enquirers within the school. You'll need good people skills, be able to stay calm under pressure and will enjoy working in a busy environment. This role would suit a bright, intelligent and friendly person, preferably with experience of reception, phone and general administrative work.

The University offers various schemes to provide real benefits to parents, these can be found at <http://www.sussex.ac.uk/humanresources/personnel/familyfriendlypolicies>

For full details and how to apply see [www.sussex.ac.uk/jobs](http://www.sussex.ac.uk/jobs)  
*The University of Sussex is committed to equality of opportunity*

## **Job Description for the post of: Grade 3 Clerical Assistant**

**Grade:** 3

**Responsible to:** School Manager

### **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, including manging archive materials.
- 1.6 Deal effectively and efficiently with enquires from staff, students and visitors
- 1.7 To co-ordinate and distribute information to Life Sciences colleagues, for example compiling weekly Life Sciences Bulletin.
- 1.8 To provide administrative support for Life Sciences events

#### **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

| SKILLS / ABILITIES   | Essential | Desirable |
|--|-----------|-----------|
| Willingness and ability to work as part of a flexible team   | x         |           |
| Fast and accurate word processing, with ability to ensure effective, professional standards of presentation            | x         |           |
| Able to prioritise between conflicting demands, scheduling and planning work in order to meet priorities and deadlines | x         |           |
| Accurate and swift data entry  | x         |           |

| KNOWLEDGE                                    | Essential | Desirable |
|--|-----------|-----------|
| Knowledge of a customer service environment. | x         |           |

| EXPERIENCE   | Essential | Desirable |
|--|-----------|-----------|
| Experience of providing a reception service or other relevant customer services experience | x         |           |
| Experience of project working  |           | x         |
| Higher education employment experience.  |           | x         |

| QUALIFICATIONS                     | Essential | Desirable |
|------------------------------------|-----------|-----------|
| A good general level of education. | x         |           |

| PERSONAL ATTRIBUTES AND CIRCUMSTANCES   | Essential | Desirable |
|---|-----------|-----------|
| Willingness to undertake routine work enthusiastically and efficiently  | x         |           |
| Helpful, cooperative and sensitive to the needs and feelings of others, including a commitment to customer service, approachability and flexibility in responding to urgent priorities or unforeseen events | x         |           |
| Reliable, honest and with a strong commitment to maintaining confidentiality  | x         |           |

Date 7<sup>th</sup> October 2016