1. Advertisement

Post Title: Clerical Assistant
School: University of Sussex Business School
Hours: Full time or part time hours considered up to a maximum of 36.5 hours per week. Requests for flexible working options will be considered (subject to business need).
Contract: Permanent
Reference: 3187
Salary: Starting at £19,133 and rising to £21,236 per annum

Closing date: 16 March 2020. Applications must be received by midnight of the closing date.
Expected interview date: 23 March 2020
Expected start date: 20 April 2020

We are seeking a well-organised clerical assistant, who is a good team member, to assist with the support of our undergraduate and postgraduate courses. Duties will include assisting with enquiries from students, data entry, maintenance of filing and archive systems, support for administrators and members of faculty, photocopying, submission of coursework, and distribution of post. Experience in customer service provision is an essential requirement.

For full details and how to apply see www.sussex.ac.uk/jobs. Please ensure you evidence against all the criteria in the Person Specification on the “Additional information in support of your application” page of your application form.

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 University of Sussex Business School is a unique research focused business school, which takes a strong policy-directed view on business practices while also developing the underlying core disciplines. The School is exceptionally well placed to provide leadership in the development and dissemination of sustainable business and management practice, informed by sound economic logic.

Teaching and research

The University of Sussex Business School includes SPRU (Science and Technology Policy Research), the Department of Economics, the Department of Accounting and Finance, the Department of Strategy and Marketing and the Department of Management. Sussex was rated as one of the best universities in the country to study economics in the 2008 National Student Survey, with 100 per cent of economics research rated as internationally recognised or higher, and 60 per cent rated as internationally excellent or higher. With such excellent foundations the University of Sussex Business School offers something distinctive and
special to the future of business and management research and education in the UK and beyond.

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

3. **Job Description for the post of Clerical Assistant**

**School**  
University of Sussex Business School

**Location**  
Jubilee Building, School Office

**Grade**  
3

**Responsible to**  
Senior Course Coordinator / School Administrator

**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 pigeon holes, and notice boards
1.5 Preparation and updating of documentation
1.6 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 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 for the post of Clerical Assistant**

**SKILLS / ABILITIES**

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<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Ability to distinguish between conflicting demands, scheduling and planning work in order to meet priorities and deadlines</td>
<td>X</td>
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<tr>
<td>Fast accurate word processing</td>
<td>X</td>
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<tr>
<td>Ability to ensure effective, professional standards of presentation</td>
<td>X</td>
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<tr>
<td>Ability to work as part of a flexible team</td>
<td>X</td>
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**KNOWLEDGE**

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Knowledge of Sussex Direct and the CMS</td>
<td>X</td>
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<tr>
<td>Knowledge of university systems and structures</td>
<td>X</td>
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**EXPERIENCE**

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<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Experience of providing excellent Customer Service</td>
<td>X</td>
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<tr>
<td>Sound experience demonstrating accurate data entry</td>
<td>X</td>
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<tr>
<td>Experience of working on specific projects</td>
<td>X</td>
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<tr>
<td>Experience of providing a reception service</td>
<td>X</td>
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**PERSONAL ATTRIBUTES AND CIRCUMSTANCES**

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<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Helpful, cooperative and sensitive to the needs and feelings of others</td>
<td>X</td>
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<tr>
<td>Approachability and flexibility in responding to emergencies and unforeseen events</td>
<td>X</td>
</tr>
<tr>
<td>Reliable, honest and committed to maintaining confidentiality and sensitivity</td>
<td>X</td>
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<tr>
<td>Willingness to carry out routine work</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.