1 Advertisement

Post Title: Clerical Assistant
School/department: School of Education and Social Work
Hours: 36.5 hours (full time). Requests for flexible working options will be considered (subject to business need), however reception must operate for the minimum/standard hours of 9am-5pm five days per week.
Contract: Maternity cover
Reference: 2925
Salary: Starting at £19,133 and rising to £21,236 per annum
Placed on: 14 January 2020
Closing date: 28 January 2020
Expected Interview date: As soon as possible
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, spreadsheets and email) 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.

_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 of Education and Social Work 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 researchers.

The School is led by a Head of School (currently Professor Gillian Hampden-Thompson) and each department is led by a Head of Department (currently Professor Simon Thompson for Education and Dr Russell Whiting for Social Work and Social Care). The academic and teaching work of the School is supported by 25 members of Professional Services staff which is led within the School by the School
Administrator (Ana Pereira) and supported by a range of central university services. The Professional Services team within the School of Education and Social Work comprises roles that support specific courses and admissions, research and projects, curriculum and assessment, communications and technical laboratory activities.

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

3. Job Description

Job Description for the post of: Clerical Assistant

School: School of Education and Social Work

Location: Essex House

Grade: 3

Responsible to: School Administrator

Purpose of the post: To manage a front-of-house reception desk and 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
   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 as well as data systems
   2.3 To enter data into systems as required

3. **Within clear parameters to take responsibility for financial processes using the University’s finance system**
   3.1 Raise purchase orders and deal with suppliers
   3.2 Deal efficiently with payment queries
   3.3 Process invoices and external expense claims
3.4 Use the Proactis system to set up new suppliers
3.5 To problem solve by pro-actively liaising with colleagues in the central Finance team.

4 Within clear parameters to take responsibility for specific projects or areas of work.

4. Person Specification

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<th>Essential</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.