



1 Advertisement

Post Title: Assistant Reception Coordinator.

School/department: School of Psychology

Hours: Full time hours considered up to 36.5 hours per week. Requests for flexible working options will be considered (subject to business need)

Contract: Fixed term until 31 July 2023.

Reference: 9978

Salary: starting at £21,630 to £22,662 per annum, pro rata if part time.

Placed on: 11 November 2022.

Closing date: 08 December 2022. Applications must be received by midnight of the closing date.

Expected interview date: To be confirmed.

Expected start date: As soon as possible

The School of Psychology are seeking to appoint an experienced and highly motivated administrator to take up a key role in our Professional Service team to provide welcome, triage and first response information.

You will serve as a point of contact and link between students, staff members, internal departments, and external contacts. Excellent customer service skills, a friendly outgoing personality and the ability to work well as part of a team are essential.

Please contact Brigitte Groves (b.groves@sussex.ac.uk) for informal enquiries.

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. School/Division

Please find further information regarding the school/division at <http://www.sussex.ac.uk/psychology/>

3. Job Description

Job Description for the post of: **Assistant Reception Co-ordinator.**

School: Psychology

Location: Pevensey 1 2E1

Grade: 3

Responsible to: Executive Officer

Role description:

To serve as an initial point of contact and link between students, staff members, internal departments, and external contacts. To assist colleagues in providing administrative support for a range of activities undertaken by the School Professional Services team supporting the staff and student experience. ensuring that the processes and services for which they are responsible operate smoothly.

PRINCIPAL ACCOUNTABILITIES

In relation to a range of named services or processes, to:

1. Support the successful delivery of the services or processes of the division/school through the effective co-ordination of activities, events and meetings
2. As directed assist in maintaining, publishing and disseminating information and appropriate communications to ensure services and processes are understood, utilised and applied
3. To a point of contact for service users in the effective and efficient delivery of services.
4. Provide support to team colleagues who are required to provide quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.

KEY RESPONSIBILITIES

1. Working as part of a team and within the wider institution, in line with local policy and procedure, as directed assist with the planning, scheduling and delivery of activities, events and meetings including, but not limited to;
 - Helping to ensure that time lines and resources are identified, realistic and achievable
 - Proactively raising issues arising in advance for discussion and resolution
 - Co-ordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery

- To act as an ambassador for the service, with a focus on customer service and delivery.
2. Communicating effectively with all stakeholders
 - Publicising activities, events and meetings to all relevant staff, students or external parties in an effective way
 - As directed, undertake the editing of local guidelines ensuring that content relating to own areas is clear and understandable to readers, up to date and accessible
 3. Providing support, information and guidance to staff and students.
 - To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements, referring to others as appropriate more complex issues or ones that are outside of normal practice
 - Referring staff and students to procedures and processes when needed
 4. Liaising with colleagues with similar areas of responsibility and being actively involved in team meetings, networks, attending meetings, sharing information and contributing to the development of processes
 5. Creating and maintaining accurate information on activity that has taken place
 - Ensure comprehensive records and files for future reference are maintained
 - Providing usage and uptake reports as requested
 - Presenting data on attendance and usage in the requested format
 - This role does not have any budget responsibility.
 - This role does not have any line management responsibility.
 - This role does not have any responsibilities for equipment or premises.
 6. Support achievement of the School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Good secondary education (see role-specific criteria below).
2. With guidance, effective organisational skills to organise own workload and priorities.
3. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
4. Ability to work flexibly within a small team.



UNIVERSITY
OF SUSSEX

5. Competent IT skills to effectively manager own workload – MS Suite

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Ability to deal personably and professionally with a wide range of people
2. Experience of administrative and clerical systems
3. Ability to deal sensitively with anxious students
4. Commitment to providing excellent customer service
5. Appreciation of the need to keep certain information confidential and secure
6. Ability to work to a high degree of accuracy and attention to detail

DESIRABLE CRITERIA

1. One years' experience in a similar role
2. One years' experience working in a university or similar environment

November 2022