This post offers an opportunity to join a team of professional services staff within the busy and vibrant School of Education and Social Work. The post holder will be the first point of contact for visitors to the school and it is expected that they will be welcoming and helpful. The duties include assisting with course administration, reception cover as well as providing support to other school colleagues.

The successful candidate will have good organisational and communication skills, be IT literate, including experience in data logging, and willing to work flexibly across a number of areas.

This vacancy is a job share role. Hours of work: Monday and Tuesday all day. Wednesday until 12 noon.

Closing date for applications: 31 January 2017

For full details and how to apply see www.sussex.ac.uk/jobs

*The University of Sussex is committed to equality of opportunity*
2. **Senior leadership and management**

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Registrar and Secretary, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.

The Registrar and Secretary heads the Professional Services of the University. In addition, under the University Statutes, the Registrar and Secretary is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Registrar and Secretary, and the Librarian reports to one of the Pro-Vice-Chancellors.

3. **School of Education and Social Work**

All over the world, but especially here in the UK, people are beginning to appreciate the connection between knowledge and society. Links between education and social well-being, and understanding the roles that education, social work and social care play in ensuring that everyone achieves their potential, are well-established. In this way, the School of Education and Social Work seeks to serve the needs of its students, along with those of the wider community. The School brings together the Departments of Education and Social Work & Social Care – both of which have excellent reputations for the quality of their learning, professional development, and research. The School aims to facilitate learning, research, reflection and debate in an intellectually stimulating and interdisciplinary environment. A wide range of programmes is offered, from first degrees, certificates and diplomas, to Masters Qualifications, professional doctorates and PhDs. Teaching is complemented and informed by cutting edge research supported through six disciplinary and interdisciplinary research centres, and focused on a range of contemporary policy and practice issues. These include social justice and equalities, gender, participation and inclusion, childhood & youth and well-being. Staff within the School work locally, regionally, nationally and internationally.

The professional services staff support the work of the School. They are managed by the School Administrator, and comprise a team of Programme Coordinators, Project Coordinators, a Research and Enterprise Coordinator, a Communications Officer, Clerical Assistants and a Head of School Coordinator.

For further information on the School, please go to our website: 
http://www.sussex.ac.uk/esw/
UNIVERSITY OF SUSSEX

Job Description for the post of: Clerical Assistant

Section / Unit / School
School of Education and Social Work

Location
Essex House

Grade
3

Responsible to
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
1.2 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, as part of the network led by the central enquiries team
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 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

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<th>Essential</th>
<th>Desirable</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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<tr>
<td>Experience of working on projects</td>
<td>x</td>
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<tr>
<td>Experience of providing a reception service</td>
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