1 Advertisement

**Post Title:** Receptionist & Office Assistant  
**School/department:** Student Experience  
**Hours:** Full time hours considered up to a maximum of 36.5 hours  
Requests for flexible working options will be considered (subject to business need).  
The role has been designated as predominantly campus-based, with up to 20% possible working from home, outside of peak periods and subject to line-manager agreement  
**Contract:** Permanent  
**Reference:** 6282  
**Salary:** starting at £19,133 to £21,236 per annum, pro rata if part time  
**Closing date:** 06 August 2021. Applications must be received by midnight of the closing date.  
**Expected Interview date:** TBC  
**Expected start date:** TBC

The Research Student Administration Office is seeking a friendly and welcoming Receptionist/Office Assistant to work full time. The main purpose of the post will be to act as the office receptionist, providing a helpful and efficient service to students and staff who make enquiries at the office by email, telephone or in-person.

The post involves preparing documentation for a variety of purposes, inputting data, and other administrative duties. The successful applicant will have considerable contact with students, academic faculty and professional services staff, and will be required to possess good organisation, communication and IT skills.

You will need to have office-based, administrative experience, ideally within higher education, a strong record of excellent customer service and enjoy working with people from across the globe.

Please contact Miles Willey, (m.willey@sussex.ac.uk) for informal enquiries.

For full details and how to apply see our [vacancies page](http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

2. The School / Division

Please find further information regarding the school/division at [http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience](http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience)

3. Job Description
Job Description for the post of: Receptionist and Office Assistant

Department: Research Student Administration Office

Section/Unit/School: Student Experience Division

Location: Sussex House and Bramber House

Grade: 3

Responsible to: Head of the Research Student Admin Office

Responsible for: n/a

Purpose of the post:

To provide efficient clerical support for the range of services offered by the Research Student Administration Office and to be a friendly first point of contact for students and staff contacting the office.

Key Responsibilities:

Provide a professional reception and general enquiries service

- To deal with a range of post, telephone and in-person queries
- To deal with, or refer, queries and correspondence
- Distribution of post twice daily
- Monitoring stationery needs and re-ordering as appropriate

Provide clerical support

- To arrange and support meetings and events, including diary management and the preparation, copying and circulation of papers
- To maintain records, including paper-based and electronic data systems
- Drafting letters and simple reports
- Basic data entry as required
- Preparation of regular mailings to students throughout the year

Specific Duties:

- Reception duties, i.e. dealing with student (and other customer) enquiries made in person, by telephone and email and managing a general office email account
- Providing advice to students on University processes
- Providing 'To Whom it May Concern' letters for students confirming their status, e.g. for sponsor, council tax, or bank purposes
- Opening and circulating the office post
- Managing courier delivery and collection for the office
- Ordering stationery for the office and raising of purchase orders via Agresso
- Running reports on the University database and inputting data
- Maintaining a register of supervisors and their training
• Maintaining a record of holiday/sickness absence for the office

| Previous experience of reception work | X |

• Assisting with other operations within the Research Student Administration Office as required

<table>
<thead>
<tr>
<th>Ability to work accurately under the pressure of regular deadlines</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good word processing and email skills</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Good communication skills</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>The ability to pay close attention to detail</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

**General Requirements**

The post holder is expected to be courteous and helpful when dealing with enquirers, and be willing to co-operate within a team of staff in a flexible and helpful manner, including participating in arrangements for lunchtime and general office cover. The office has a reception point for students, staff and other customers and is open plan. The post holder should expect to accommodate frequent interruptions throughout the day as part of the normal course of work.

This job description sets out the current duties of the post which may vary from time to time without changing the general character of the post or the level of responsibility entailed.

**SKILLS / ABILITIES**
<table>
<thead>
<tr>
<th>Experience</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of working in a customer based environment, i.e. dealing with people and providing a service</td>
<td>X</td>
</tr>
<tr>
<td>Previous experience of working within an administrative environment</td>
<td>X</td>
</tr>
<tr>
<td>Experience of working within Higher or Further Education in an administrative role</td>
<td>X</td>
</tr>
<tr>
<td>Experience of organising and prioritising workload</td>
<td>X</td>
</tr>
<tr>
<td>Experience of working on a computer database</td>
<td>X</td>
</tr>
<tr>
<td>Able to demonstrate successfully handling enquiries from customers from a range of cultures</td>
<td>X</td>
</tr>
</tbody>
</table>