



## 1 Advertisement

**Post Title:** Clerical Assistant (Reception)

**School/department:** School of Psychology

**Hours:** Full or part-time hours considered (up to a maximum of 36.5 hours)

Requests for flexible working options will be considered (subject to business need).

The post-holder will be expected to work core hours to accommodate reception opening times.

**Contract:** permanent

**Reference:** 6770

**Salary:** starting at £19,623 to £ 21,686 per annum, pro rata if part time

**Placed on:** 13 October 2021

**Closing date:** 28 October 2021 Applications must be received by midnight of the closing date.

**Expected interview date:** 8 November 2021

**Expected start date:** ASAP

The School of Psychology is looking to appoint a clerical assistant, with previous experience in a customer service environment. Your primary job purpose will be to provide an in-person and online reception service and your duties will include:

- Handling enquiries from staff, students, and visitors, referring enquiries to other members of the school and/or signposting to other services within the University as appropriate
- Providing support with facilities management, including the ordering of supplies
- Maintenance of filing and archive systems, photocopying, and distribution of post
- Providing administrative support to other members of the school professional services team

You will be well organised, have excellent communication skills and demonstrate a commitment to delivering outstanding customer service. A friendly outgoing personality and a positive approach to team working are essential.

Please contact Fran Barnard [f.m.barnard@sussex.ac.uk](mailto:f.m.barnard@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. The School / Division

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

### 3. Job Description

**Job Description for the post of:** Clerical Assistant (Reception)

**School:** School of Psychology

**Location:** Pevensey 1

**Grade:** 3

**Responsible to:** Executive Officer

**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**

### 4. Person Specification

SKILLS / ABILITIES

	Essential	Desirable
Good communication and organisational skills	x	
Good ICT skills, including Word, Excel, databases & email	x	
Ability to ensure effective, professional standards of presentation	x	
Ability to distinguish between conflicting demands, scheduling and planning work in order to meet priorities and deadlines	x	

#### KNOWLEDGE

	Essential	Desirable
Knowledge of university systems and structures		x

#### EXPERIENCE

	Essential	Desirable
Experience of providing excellent Customer Service	x	
Experience of undertaking routine tasks and experience demonstrating accurate data entry	x	
Experience of working as part of a flexible team	x	

#### PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
Helpful, cooperative and sensitive to the needs and feelings of others	x	
Approachable and flexible in responding to emergencies and unforeseen events	x	
Reliable, honest and committed to maintaining confidentiality	x	