1 Advertisement

Post Title: Clerical Assistant
School/department: University of Sussex Business School, Professional Services
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).
Contract: Permanent
Reference: 8037
Salary: starting at £19,623 to £21,686 per annum, pro rata if part time
Placed on: 22 March 2022
Closing date: 21 April 2022. Applications must be received by midnight of the closing date.
Expected Interview date: TBC
Expected start date: TBC

To serve as an initial point of contact and link between students, staff members, internal departments, and external contacts. To assist colleagues in the provision of clerical and administrative support ensuring that the processes and services for which they are responsible operate smoothly.

Please contact Sharon Lai, Sharon.Lai@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/business-school/

3. **Job Description**

Job Description for the post of: Clerical Assistant

**Department:** Professional Services

**Section/Unit/School:** University of Sussex Business School

**Location:** Jubilee Building, School Office

**Grade:** 3

**Responsible to:** Sharon Lai

**Responsible for:** N/A

**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 the provision of clerical and administrative support 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. Maintain, publish and disseminate information and appropriate communications to ensure services and processes are understood, utilised and applied.
3. To act as the main point of contact for service users in the effective and efficient delivery of services.
4. Provide support for 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
• Contributing to the editing of local guidelines ensuring that content relating to own areas of responsibility is clear and understandable to readers, up to date and accessible
• Maintaining Canvas sites (and other sources of information) to accurately reflect current activity in an engaging way

3. Providing support, information and guidance to staff and students.

• To be the first point of contact in answering incoming queries in a helpful, friendly 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

6. This role does not have any budget responsibility.

7. This role does not have any line management responsibility.

8. This role does not have any responsibilities for equipment or premises.

9. Support achievement of the Division’s/Unit’s/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

1. Good secondary education (see role-specific criteria below).
2. Effective planning and 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.
5. Competent IT skills to effectively manage own workload – MS Suite.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Experience of providing excellent customer service.
2. Fast accurate word processing
3. Ability to ensure effective, professional standards of presentation
4. Helpful, cooperative and sensitive to the needs and feelings of others

DESIRABLE CRITERIA

1. Sound experience demonstrating accurate data entry
2. Experience of working on specific projects
3. Experience of providing a reception service
4. Knowledge of Sussex Direct and the CMS
5. One years’ experience in a similar role.
6. One years’ experience working in a university or similar environment.