

UNIVERSITY OF SUSSEX

1 Advertisement

Post title: Clerical Assistant

School/department: School of Media, Arts & Humanities

Hours: Full time or part time hours considered up to a maximum of 36.5 hours a week. Requests for [flexible working](#) options will be considered (subject to business need)

Contract: Permanent

Reference: 9485

Salary: starting at £20,761 to £22,662, pro rata if part time

Placed on: 05 September 2022

Closing date: 04 October 2022. Applications must be received by midnight of the closing date

Expected interview date: ASAP

Expected start date: ASAP

The School of Media, Arts & Humanities is seeking to appoint a Clerical Assistant to provide administrative support for a range of School functions. The post holder will be based in the Reception Team, supporting the busy Reception service and the resource borrowing service.

The post-holder will:

- Provide administrative support for a variety of areas, including: finance, events, buildings, facilities and resources
- Contribute to the Schools service delivery, providing excellent customer service to students, staff, visitors and external partners
- Work across the various teams in Operations, Education & Students and Research portfolio areas, and be deployed where there is a need for additional resource in the School
- Within clear parameters, take responsibility for specific projects or areas of work

The successful candidate will have excellent communication skills and an enthusiasm for providing customer service. They will be comfortable and confident in being the first point of call for enquirers and as such, experience of providing a Reception service is desirable.

For full details, including how to apply, please see the University's [vacancies page](#)

Please contact Philippa Murnaghan, pm474@sussex.ac.uk, for informal enquiries

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

2. The School

The School of Media, Arts & Humanities was formally launched on 1st September 2020. The School is situated in the Arts A, Arts B and Silverstone Buildings.

Media, Arts and Humanities is a School that brings together a wide range of disciplines including English, History, Art History, Philosophy, Media, Film, Music and Language

Studies. The School offers a vibrant platform for high-quality teaching and learning, and cutting-edge, interdisciplinary research in a friendly and supportive atmosphere, combining theory, practice, activism and critical and creative work. For students there is a real focus on graduate employability, with an exciting industry facing curriculum with work placements and strong links with cultural institutions such as the BBC and museums, theatres and galleries around the world.

Please find further information regarding the School at:

<https://www.sussex.ac.uk/schools/media-arts-humanities/internal/>

3. Job description for the post of Clerical Assistant

Department	Reception Team
Section/Unit/School	School of Media, Arts & Humanities
Location	Arts A
Grade	3
Responsible to	Senior Reception Coordinator

Purpose of the post:

To provide administrative support for a range of School functions

Key responsibilities:

1 Offer a friendly and professional reception and general enquiries service to students, faculty and visitors

- 1.1 Deal with post, telephone, webchat, email and in-person queries
- 1.2 To deal with, or refer, basic queries and correspondence
- 1.3 To provide prompt, accurate and effective advice to prospective students
- 1.4 Distribution of post and documentation, and maintenance of notice boards
- 1.5 Support for room bookings
- 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 committees and meetings
- 2.2 To maintain records, including paper based and data systems
- 2.3 To enter data into systems as required to support school PS staff
- 2.4 To assist with the submission of assessed work and related processes
- 2.5 Provide administrative support with the preparation of resources and information for students

3 Within clear parameters to take responsibility for financial processes using the University's finance system

- 3.1 Raise purchase orders and deal with suppliers
- 3.2 Deal efficiently with payment queries
- 3.3 Process invoices and external expense claims

3.4 Use the Proactis system to set up new suppliers

3.5 To problem solve by pro-actively liaising with colleagues in the central Finance team

4 Within clear parameters to take responsibility for specific projects or areas of work, as determined by the Head of Professional Service and School Managers.

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.

4. Person Specification

	Essential	Desirable
Willingness to do routine work	X	
The desire and ability to work as part of a flexible team	X	
Fast, accurate word processing and data entry	X	
An ability to ensure effective, professional standards of presentation in such a way as projects a positive image of the organisation	X	
Helpful, cooperative and sensitive to the needs and feelings of others	X	
A commitment to customer service	X	
Approachability and flexibility in responding to emergencies and unforeseen events	X	
A high degree of IT literacy, with experience of Microsoft Word, Excel, Outlook and remote working technologies	X	
The ability to distinguish between conflicting demands, scheduling and planning work in order to meet priorities and deadlines	X	
Reliability, honesty and a commitment to maintaining confidentiality	X	
Experience of working on projects		X
Experience of providing a reception service		X