



Candidate Information

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| Position: | Clerical Officer (part-time, 18.5 hours per week) |
| School/Department: | Faculty Office MHLS |
| Reference: | 21/108621 |
| Closing Date: | Monday 22 February 2021 |
| Salary: | £16,824 to £17,682 per annum pro rata |
| Anticipated Interview Date: | Friday 5 March 2021 |
| Duration: | 12 months |

JOB PURPOSE:

To work as part of a team providing routine clerical support to ensure the efficient delivery of a clerical service within a work unit.

MAJOR DUTIES:

1. Undertake routine daily tasks including opening and distributing mail; photocopying; faxing, general typing and distributing papers ensuring that information is prepared on time, correct and readily available.
2. Undertake basic data input/retrieval and run straightforward or routine reports to support basic School/Department/Unit information procedures.
3. Operate a 'bring forward' system ensuring that all correspondence is tracked and alert relevant staff to any actions that need to be taken.
4. Maintain and update all archive files both manual and computerised so that information is available in an organised fashion.
5. Carry out reception duties, to welcome student, staff and visitors and provide initial contact for enquiries.
6. Assist with ordering / assisting with preparation of catering for meetings and events.
7. Dispose of confidential waste in accordance with University procedure to ensure that data protection is upheld at all times.
8. Prepare and make necessary arrangements for out-going mail and keep record of same.
9. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

Planning and Organising:

1. Follow daily work schedule that the Supervisor has developed.
2. Organise work based on its urgency/importance.

Resource Management Responsibilities:

1. Follow set ordering procedures to ensure that low value supplies/resources are available to meet office/work requirements.

Internal and External Relationships:

1. Daily contact with Supervisor, work colleagues, University staff, students and members of the public.

ESSENTIAL CRITERIA:

1. *A minimum of 5 GCSE's at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration.
2. *Minimum of six months' relevant experience to include reception or customer service environment.
3. IT Literacy and basic knowledge of computer packages including Microsoft Office. Familiarity with e-mail and internet.
4. Numeracy and literacy skills.
5. Excellent oral and written communication skills.
6. Ability to exchange information orally and in writing and to handle challenging situations in a patient and calm manner.
7. Ability to work as part of a team.
8. Excellent interpersonal skills.
9. Accuracy and ability to follow instructions.

10. Demonstrates appropriate motivation for the posts.
11. Flexible, willing to adapt to new tasks and duties.
12. On occasion will be required to work outside normal working hours.