

**Job Description for the Post of Clerical Assistant (Ref: SCI08/27)**

1. **General Details**

Job Title:	Clerical Assistant
Location:	Faculty of Sciences
Normal workbase:	Stoke Campus
Tenure:	Permanent
Salary:	Grade 3 currently £15,216 - £17,519 per annum

2. **Job Purpose**

To provide administrative and clerical support to the Faculty, with particular responsibility for supporting reception and the activities and operation of awards and student support within the Faculty Office, including clerical support to the Research Degrees Committee and Health & Safety Committee

3. **Relationships**

Responsible to: Faculty Administrative Manager via Administrative Officer – Distance Learning

4. **Main Activities**

**Support for Reception**

- To oversee the operation of the Faculty Reception, to include welcoming and advising users
- Ensure knowledge of Faculty activity is kept up to date
- To be an initial point of contact to users of the Faculty ensuring queries are responded to in a prompt and efficient manner
- To receive and record student coursework and assist in its distribution
- To keep the reception area tidy and be pro-active in determining when events and activities are taking place within the Faculty
- To maintain and make available a log of Faculty activities for other clerical staff working on reception
- To receive deliveries to the Faculty and advise the purchasing officer of their arrival
- To act as point of contact for photocopier breakdown and make contact with the appropriate person to ensure repair in a timely manner
- To advise Faculty Administrative Manager when extra support for reception will be required

**Support for Distance Learning Awards**

- To assist in the maintenance of accurate student and award records on TheSIS including entering module registration data
- To assist in the input of assessment data on TheSIS
- To assist in the production of routine reports using TheSIS and Business Objects as appropriate
- Monitoring and processing changes of student status
- To assist in the preparation and distribution of student results
- To help in the dissemination of information and guidance to students
- To liaise with the post room and courier services for the dissemination of information and packages to Distance Learning students

### **Support for Research Degrees Committee**

- To assist the Award Administrator for DL in the administration of the Postgraduate research Degrees students
- To maintain the Faculty's Research Degrees Student register
- Correspondence with students regarding progress and examination requirements
- Liaising with candidates, Chairs and external examiners regarding the booking of vivas
- Arranging venues, hospitality and processing of expense claims in respect of vivas

### **Support for Health and Safety Committee**

- To provide secretarial support to the Faculty Health Safety and Environment Committee
- To record and produce minutes in a timely and effective manner
- To receive, collate and file Faculty accident report and accident investigation forms

### **Support for Operational Activities**

- To help in the receipt and dissemination of post, faxes and other information to staff
- To provide cross team support as required at times of high operational demand
- To provide support to the maintenance of the Faculty's timetabling and room booking processes
- To maintain stationery levels across the Faculty as required, liaising with stationery co-ordinator and Finance Officer

To undertake any other duties that may be required from time to time, by the Faculty Management Team.

## 5. **Person Sought**

### **Essential Criteria:**

- Customer focussed
- Proven clerical and reception experience
- Excellent word processing skills with the ability to use the suite of Microsoft Office packages
- Excellent communication skills, with the ability to deal with a wide range of internal and external enquiries in person, telephone or email
- Good interpersonal skills, with the ability to work with a wide range of staff and students
- Ability to produce a range of documentation, including minutes – often working to strict deadlines
- Good planning and organisational skills
- High level of initiative
- Flexible with a commitment to team working
- Able to work under pressure and to deadlines in a busy office environment
- Commitment to the University's mission and delivery of the University Plan
- A willingness to engage in a structured induction programme as a start to Continuing Professional Development (CPD) at the University

## 6. **Special Conditions**

This is a permanent, full time post working 37 hours per week.

The University operates a Job Share Scheme. Applications from anyone interested in working part-time on a job share basis will be considered.

### **Variation to Job Description**

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### **Conditions of Service**

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

### **Applying for this post**

Should you now decide to submit an application for this position you are asked to kindly complete and return an application form. This is available either in electronic format (downloadable from our website) or as a hard copy.

Completed application forms and any accompanying information should be returned via e-mail to [jobs@staffs.ac.uk](mailto:jobs@staffs.ac.uk) or posted to Personnel Services, Staffordshire University, PO Box 662, College Road, Stoke-on-Trent, ST4 2XP.

If you wish to deliver the form by hand Personnel Services is located on the ground floor of the Cadman Building, College Road, Stoke-on-Trent. Office opening hours are 9.00am – 5.00pm Monday to Thursday, and 9.00am - 4.30pm on Friday.

**PLEASE NOTE THAT THE CLOSING DATE FOR COMPLETED APPLICATIONS IS 7 JULY 2009**

### **Procedure following Receipt of Applications**

Applicants are asked to provide us with an e-mail address where possible, as this is our preferred method of communication. All correspondence relating to this job application will be marked 'Private and Confidential'.

Where an e-mail address is provided, we will send applicants an acknowledgement of the application form as soon as possible following receipt; employees of Staffordshire University should note that this will be the internal e-mail address.

All applicants are asked to note that unless otherwise indicated, interviews will normally be held within one month of the closing date. Short listed candidates will be contacted to attend for interview as appropriate. Candidates who are not shortlisted for interview will be informed via e-mail. In the absence of an e-mail address, we regret that in the interest of economy we are unable to write to applicants. If you have not received an invitation for interview or any further communication within two months of the closing date specified, you are asked to assume your application is unsuccessful on this occasion.

The University wishes to thank all applicants for their interest in the Institution and the post advertised and for the time and trouble taken to complete the information for their application.

**If you require a copy of the vacancy information in large print please contact us**

## Appointment to the University

The University is an independent Statutory Higher Education Corporation. As such the Board of Governors of the University is the employer, and is responsible for determining the employment policy, pay and conditions of service of all its employees.

The agreed terms and conditions for all staff are set out in the University's terms and conditions of service. In addition your attention is drawn to the following general points:

### Medical Clearance

The appointment is subject to satisfactory medical screening, which normally consists of completion of a confidential questionnaire.

### Eligibility to Live or Work in the UK

In line with the Asylum and Immigration Act 1996, documentation is required to confirm that employees are eligible to live or work in the UK. Any offer of employment is subject to this documentation being provided.

### CRB Clearance

Where indicated in the job description an offer of employment will be subject to a satisfactory response to a check of criminal records.

### Pension Contributions

All members of staff are eligible to contribute to the relevant occupational Pension Scheme which is either the Local Government Pension Scheme or Teachers Pension Scheme, both of which are final salary schemes. Staffordshire University as the employer also contributes to each scheme.

### Sickness Pay

An employee absent from duty due to illness will be entitled to receive paid sickness leave, as set out in the University's terms and conditions of service.

### Payment of Salary

Salary is payable monthly in arrears, normally on the last Wednesday of each month. Payment is made by direct credit to a recognised bank/building society/giro account. All new employees should ensure that the relevant details for credit transfer are completed on the standard form issued on appointment.

## Annual Leave

Individuals are entitled to the following leave entitlements based on the grade of the post with effect from 1<sup>st</sup> August 2007 onwards:-

Grade	Number of Days Worked per Week*		
	4	5	6
One	24	29	35
Two	24	29	35
Three	24	29	35
Four	26	32	41
Five	26	32	41
Six	26	32	41
Seven	30	37	45
Eight	30	37	45
Nine	30	37	45
Ten	30	37	45
Eleven	30	37	45
Twelve	30	37	45
Thirteen	30	37	45
Fourteen	30	37	45

\* This refers to those members of staff who work full time hours but on a standard 5 day working cycle or those operating a shift pattern over 4 or 6 working days. This does not refer to staff on fractional contracts.

In addition there are 11 Bank, Extra Statutory and Discretionary Holidays as follows:

Good Friday  
Easter Monday  
May Day  
Spring Bank Holiday Monday  
Late Summer Bank Holiday Monday  
Christmas Day to New Year's Day (inclusive)

### Trade Union Membership

The University believes that the interests of both the employer and employee are best served by individuals joining a recognised Trade Union. The Board of Governors of the University has recognised the following Trade Unions to operate within the university - UCU and UNISON.