



## Candidate Information

<b>Position:</b>	Clerical Officer (Grade 3)
<b>School/Department:</b>	Academic Schools and Administrative Departments
<b>Reference:</b>	19/107828
<b>Closing Date:</b>	Monday 23 September 2019
<b>Salary:</b>	£18,342 to £21,236 per annum
<b>Anticipated Interview Date:</b>	Week Commencing 4 November 2019

### JOB PURPOSE:

To assist in the provision of a comprehensive clerical service with a School/Department/Unit to achieve timely, accurate information and high quality output.

### MAJOR DUTIES:

1. Provide clerical support to the staff within the School/Department/Unit by producing a range of documents according to university templates/formats e.g. general correspondence, course material, academic papers, reports, agendas, minutes, committee papers, grant applications etc.
2. Provide clerical support for the core functions within School/Department/Unit following established processes and procedures to ensure tasks are completed within set timescales.
  - Within a School this might include:
    - assisting with the enrolment of students
    - maintaining and updating student records/databases
    - assisting in the preparation of timetables etc
    - assisting in the administration of exam procedures e.g. arranging external examiner meetings, entering marks onto database, booking rooms etc.
  - Within a Department this might include:
    - assisting with the administration of a specialist function e.g. providing clerical support for recruitment from advertising through to appointment
    - assist in the day to day running of the maintenance request system within estates.
3. Process purchase orders, invoices and expense claims and assist in the monitoring of the School/Department/Unit's budgets through the University's financial system (QFIS).
4. Secure, monitor and reconcile Petty Cash and ensure that all records are kept up to-date and accurate within defined procedures.
5. Use and maintain general office equipment and ensure that they are in working order e.g. photocopiers, organising building maintenance, communicating with office suppliers and central departments such as Purchasing and Estates.
6. Monitor, order and maintain stationery supplies sufficient to meet the normal requirements of the office following established procedures.
7. Where appropriate, manage the diary/diaries of staff ensuring that all appointments and meetings are clearly recorded.
8. Update and maintain relevant filing systems and databases and run and present standard reports.
9. Deal with routine enquiries from student, staff and visitors (i.e. by telephone, written correspondence, in person) and provide them with the relevant information or refer more complex, non-standard queries to the appropriate member of staff.
10. Provide clerical assistance to special functions (e.g. conferences, exhibitions and major promotional events) within School/Department/Unit. This might include arranging travel, hospitality, registration of delegates, event bookings and event feedback.
11. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

### Planning and Organising:

1. Prioritise, plan and organise own work within set parameters to ensure operational efficiency.
2. Refer to more senior colleagues for prioritising and scheduling of non-standard work.

**Resource Management Responsibilities:**

1. Monitor and replenish levels of stocks/stores of equipment and supplies following set ordering procedures.
2. Monitor and take responsibility for small scale resources/cash, e.g. reconcile Petty Cash.
3. Guide and support junior colleagues in own area in use of basic equipment, procedures etc.

**Internal and External Relationships:**

1. Daily contact with Supervisor, work colleagues and University staff.
2. Liaison with other University offices, students and outside bodies.

**ESSENTIAL CRITERIA:**

1. \*A minimum of five GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration (or equivalent)
2. \*A minimum of two years (demonstrable) recent relevant work experience in an administrative environment to include evidence of the following:
  - Maintaining databases and spreadsheets
  - Producing general correspondence
  - Experience of providing clerical/secretarial assistance in line with organisational procedures
  - Dealing with customer queries
3. \*Competent in the use of Microsoft Office and windows applications.
4. Ability to be customer focused and recognise client needs/expectations whilst managing workloads with limited supervision
5. Demonstrate the ability to plan and organise own workload in an effective and methodical manner within strict deadlines
6. Demonstrate the ability to work on own initiative as well as part of a team
7. Ability to establish and maintain effective working relationships in a team environment
8. Ability to work with discretion and confidentiality, ensuring data is managed in accordance with data protection legislation
9. Effective communication skills and ability to use a variety of methods to convey messages clearly and succinctly

**DESIRABLE CRITERIA:**

1. Supervisory experience.
2. Complex diary management experience.
3. Experience of committee servicing and report writing.
4. Experience of working in a student environment

**ADDITIONAL INFORMATION:**

For further information about our Clerical boarding schemes and the benefits of working with Queen's, please visit [go.qub.ac.uk/clerical](http://go.qub.ac.uk/clerical).

Previous applicants for Clerical Officer (Grade 3) who were unsuccessful after interview will not be eligible to reapply within 6 months of their interview date.

All candidates who are shortlisted for the Grade 3 Clerical Board will be invited to complete a series of online skills assessment tests relevant for the post of Clerical Officer. A successful test result will be valid for 2 years from date of completion and therefore candidates will not be required to repeat the testing stage for any application within this period where they are applying for the Grade 3 Clerical Board. Any candidates who failed their interview in the last 6 months will not be eligible to reapply for this board.

\* We expect a high volume of applications and reserve the right to close the advertisement on receipt of 250 – 350 applications.