



## Candidate Information

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|------------------------------------|----------------------------------|
| <b>Position:</b>                   | Clerical Officer (Grade 4)       |
| <b>School/Department:</b>          | School of Nursing and Midwifery  |
| <b>Reference:</b>                  | 21/109216                        |
| <b>Closing Date:</b>               | Monday 18 October 2021           |
| <b>Salary:</b>                     | £21,686 - £24,174 per annum      |
| <b>Anticipated Interview Date:</b> | Week commencing 1 November 2021  |
| <b>Duration:</b>                   | Available until 31 December 2022 |

### JOB PURPOSE:

The post holder will be tasked with providing a comprehensive and professional administrative and secretarial service to support key functions within the School of Nursing and Midwifery.

### MAJOR DUTIES:

1. Provide administrative support, carrying out a range of specialist / complex administrative duties which involve using initiative and making decisions and managing own work from start to finish.
2. May supervise and review the work of junior staff or allocate work to colleagues to provide a service to others, ensuring the unit/facility, etc runs smoothly and to an appropriate standard. For example, dependent on function area, duties may include:
  - Organising and overseeing the process of timetabling.
  - Organising and overseeing the administration of exam procedures and student progress.
  - Organising and overseeing the process of student enrolment.
  - Operation of specialist complex systems eg: finance; recruitment.
3. Use School/Directorate/University's processes and systems to prepare reports and other materials, delivering work in line with agreed quality standards, guidelines and procedures and adhering to the University's policies and procedures.
4. Responsible for working in line with data protection requirements and adhering to appropriate requirements for confidentiality.
5. Use and maintenance of a variety of School/Directorate/University's databases, software packages and ICT systems.
6. Support the work of the School/Directorate by organising and servicing meetings, preparing and circulating agendas, reports and minutes and compiling action lists ensuring that all actions are followed up.
7. Provide administrative/secretarial support to senior staff to contribute to the efficient and effective delivery of the business of the School/ Directorate e.g. diary management, preparation of confidential reports; drafting and typing of correspondence in line with University standards.
8. Organise events / conferences as required, by coordinating the associated arrangements and liaise with the relevant parties to ensure the events are administered effectively e.g. cost, time, attendance, room bookings, travel arrangements etc.
9. Assist in the monitoring of budgets by ensuring that purchase orders, invoices and expense claims are processed within the appropriate procedures.
10. Collate and conduct analysis of information, data and/or calculations and present results accurately and appropriately in accordance with relevant University procedures.
11. Make suggestions for improving service and efficiency, taking customer comments and feedback into account.
12. Oversee the use and maintenance of all general office equipment and ensure they are in working order e.g. photocopiers, organising building maintenance, communicating with office suppliers and central departments such as Purchasing and Estates.
13. Carry out any other duties, which are appropriate to the post as may be reasonably requested by Supervisor.

### Planning and Organising:

1. Plan and prioritise workload within a general schedule to meet identified targets and deadlines on an ongoing basis, planning ahead and reacting to changing priorities with minimal supervision.
2. Allocate work to other staff on a daily and weekly basis to meet deadlines or work unit/customer demands and appropriate standards, as required.

3. Some forward planning for days or weeks ahead regarding upcoming events and meeting requirements within School/Directorate.

**Resource Management Responsibilities:**

1. May oversee/assign the work of others to provide a service or perform a work process, allocating work and supervising staff, to ensure the work runs smoothly and to standard.
2. Monitor and replenish levels of stocks/stores of equipment and supplies following set ordering procedures.
3. May monitor and take responsibility for small scale resources/cash e.g. reconcile petty cash; purchase orders.

**Internal and External Relationships:**

1. Establish and maintain effective working relationships with Supervisor, work colleagues, University staff and students.
2. Liaison with other University offices, students and service providers.
3. Regular contact and/or liaison with external 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 three years' (demonstrable) recent relevant work experience in an administrative environment to include evidence of the following:
  - Working on multiple tasks/projects, managing own workload from start to finish and reacting to changing priorities.
  - Using databases/spreadsheets to analyse data and to present results accurately.
  - Carrying out a range of complex administrative duties which involve using initiative and making decisions.
  - Delivering work in line with agreed quality standards, guidelines and procedures.
3. Experience using a wide range of relevant IT systems and packages, and competent in the use of Microsoft Office and windows applications.
4. Ability to be customer focused and exceed client needs / expectations whilst managing workloads with minimal supervision.
5. Ability to work on own initiative and to establish and maintain effective working relationships in a team environment.
6. Ability to work with discretion and confidentiality, ensuring data is managed in accordance with data protection legislation.
7. Good understanding of relevant regulations and procedures.
8. Effective communication skills and ability to use a variety of methods to convey messages clearly and succinctly.
9. Ability to plan and organize workload to meet standards and deadlines.
10. Flexible, willing to adapt to new tasks and duties.

**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.