

Candidate Information

Position: Clerical Officer
School/Department: Pharmacy
Reference: 21/109252
Closing Date: Monday 1 November 2021
Salary: £24,871 - £28,756 per annum
Anticipated Interview Date: Friday 12 November 2021
Duration: 2 Years

JOB PURPOSE:

To provide clerical support within the School of Pharmacy, coordinating key aspects of postgraduate education. The post holder will report to the School's Education Administrator and will be responsible for ensuring core clerical and administrative functions, processes and procedures within the School are completed within set timescales.

MAJOR DUTIES:

1. Provide support to the Education Administrator and School Manager for all clerical processes relating to Postgraduate Research programmes within the School using relevant University operating systems ensuring a high quality service to both students and staff.
2. Responsible for the maintenance and update of all postgraduate student records, and the production of associated reports as required.
3. Assist with processes for the recruitment of postgraduate research students including Coursefinder and Find a PhD.
4. Coordinate the Postgraduate admissions process, ensuring details are recorded and maintain student application tracking. Liaise with the Education Administrator and ensure appropriate documents are agreed and signed by the Director of PGR or Postgraduate Tutor.
5. Responsible for the enrollment and registration for all new and returning PGR students in the School.
6. Ensuring all processes in Research Student Lifecycle are met in a timely fashion, organising student induction, Annual Progress Review processes, involvement were necessary to coordinate panel meetings.
7. Provide clerical support to the Director of Postgraduate Research and Postgraduate Tutor.
8. Act as a point of contact for all PGR students and academic staff and external stakeholders.
9. Collation of relevant data for Continuous Action for Programme Enhancement (CAPE) and other quality and governance processes relating to PGR students.
10. Provide operational support for the School's international activities.
11. In liaison with the Education Administrator assist with the recruitment, allocation and payment of teaching support delivered by PGR student demonstrators.
12. Service relevant School Committees.
13. Supervise and delegate work to junior staff and review their workload to ensure postgraduate student administration within the School runs smoothly and to a high standard.
14. Provide support for the organisation of School events, both internal and external.
15. Monitor office systems and procedures ensuring their effectiveness and take necessary steps to keep up to date. Advise relevant staff of such new procedures and give any necessary guidance/training.
16. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

Planning and Organising:

1. Prioritise own work within a general plan or schedule to meet deadlines, appropriate standards and School requirements.
2. Use initiative and discretion, based on knowledge and experience, to determine priorities and resolve conflicts to meet targets and deadlines.

Resource Management Responsibilities:

1. Supervise and train staff and be responsible for ensuring work is completed to the required timescales and standards.
2. Assist in the planning and allocation of work of support staff so that resources are available to meet specific School objectives.
3. Take responsibility for relevant resources following established procedures.

Internal and External Relationships:

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

ESSENTIAL CRITERIA:

1. Academic and/or vocational qualifications i.e. NVQ Level 3, A levels in relevant subjects OR substantial relevant experience.
2. 4 years recent relevant work experience to include a minimum of 3 years experience of working directly with students, student administration, committee servicing to include taking and drafting minutes and preparing reports.
3. IT literacy and up to date knowledge of relevant computer packages and management information systems
4. Strong keyboard skills.
5. Good oral and written communication skills.
6. Ability to work on own initiative with minimal supervision and as part of a team.
7. Demonstrable organisational and time management skills and ability to plan and organise successful short term activities and events.
8. Demonstrable supervisory skills and the ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.
9. Flexible, willing to adapt to new tasks and duties.
10. Ability to use judgement to resolve daily problems independently.

DESIRABLE CRITERIA:

1. Experience of University academic processes and student-related matters.
2. Experience and knowledge of University regulations.