

Candidate Information

Position: Clerical Officer
School/Department: School of Electronics, Electrical Engineering and Computer Science
Reference: 26/113553
Closing Date: Monday 17 August 2026
Salary: £29,118 per annum
Anticipated Interview Date: Monday 7 September 2026
Duration: 48 months or to 31 August 2030, whichever is soonest

JOB PURPOSE:

The eFutures 4.0 Clerical Officer plays a key role in supporting the delivery of a national UKRI (EPSRC) funded work programme, based out of and managed by Queen's University Belfast.

eFutures 4.0 focuses on building a community of electronic systems experts, both nationally (UK) and internationally, via events, conferences, policy papers, visits and other initiatives. The project has four primary work programmes: (1) Semiconductors; (2) Women's Pilot; (3) Interdisciplinary Conferences; and (4) Policy, road mapping, and futures of technologies and society.

Working within a small, collaborative team of three project managers and four investigators, the postholder will provide a wide range of administrative and clerical support to ensure the smooth operation of eFutures 4.0, partnerships and events.

The role involves acting as a first point of contact for eFutures 4.0, organisations, helping to build and maintain positive relationships with a diverse range of parties.

This varied role offers the opportunity to contribute to a project that addresses real-world grand challenges through the lens of next generation technologies. It would suit an organised and proactive individual who enjoys working with people and takes pride in delivering a high-quality service.

MAJOR DUTIES:

1. Provide administrative support to the staff on the eFutrues 4.0 Project by producing a range of documents according to university templates/formats e.g. general correspondence, academic papers, reports, agendas, minutes, committee papers, etc.
2. Provide administrative support for the core functions within the Project following established processes and procedures to ensure tasks are completed within set timescales.
This might include:
 - Booking the travel arrangements of stakeholders
 - Maintaining and updating project records/databases;
 - Assisting in the preparation of project papers
 - Assisting in the administration of the project, e.g. arranging meetings, entering registrations into databases, booking rooms etc.
 - Providing administrative support for events from advertising through to delivery.
3. Process purchase orders, invoices and expense claims and assist in the monitoring of the project's budgets through the University's financial system (QFIS).
4. Monitor, order and maintain stationery supplies, book orders, subscriptions etc sufficient to meet the normal requirements of the office following established procedures.
5. Where appropriate, manage the diary/diaries of staff ensuring that all appointments and meetings are clearly recorded.
6. Update and maintain relevant filing systems and databases (including confidential files) to support the relevant activities and run and present standard reports.

7. Deal with routine enquiries (i.e. by telephone, email, written correspondence, in person) and provide them with the relevant information or refer more complex, non-standard queries to the appropriate member of staff.
8. Maintain records of work, issues pending and work in progress, and prioritise work to meet both internal and external deadlines.
9. Provide administrative assistance to support special functions (e.g. conferences, exhibitions and major promotional events) within the project. This might include arranging travel, hospitality, registration of delegates, event bookings and event feedback.
10. Undertake appropriate continuous development to ensure knowledge and experience is current and meets the requirements of the role.
11. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

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 12 months (demonstrable) recent and relevant work experience in an administrative environment to include evidence of the following:
 - Comprehensive IT literacy and up to date knowledge of relevant computer packages and information systems including Microsoft Office 365, Microsoft Teams, Sharepoint;
 - Experience of dealing with email and internet in the workplace according to corporate guidelines;
 - Producing general correspondence;
 - Experience of providing clerical/secretarial assistance in line with organisational procedures;
 - Experience in a role which involved customer service.
3. Ability to work with discretion and confidentiality, ensuring data is managed in accordance with data protection legislation.
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. Effective communication skills and ability to use a variety of methods to convey messages clearly and succinctly.
9. Demonstrate ability to carry out tasks with accuracy and attention to detail.

DESIRABLE CRITERIA:

1. A qualification relating to computer literacy e.g. European Computer Driving Licence (ECDL).
2. Supervisory experience.
3. Complex diary management experience.
4. Experience of committee servicing and report writing.
5. Experience of working in a student environment.