Candidate Information

Position:	Clerical Officer
School/Department:	AMIC
Reference:	26/113662
Closing Date:	Monday 30 November 2026
Salary:	£29,118 - £30,630 per annum
Anticipated Interview Date:	Wednesday 9 December 2026
Duration:	3 years

JOB PURPOSE:

AMIC - a £100M investment through the Belfast Region City Deal - is a collaborative, innovative powerhouse of advanced manufacturing set to elevate our region globally.

We are supporting economic growth and prosperity for Northern Ireland by creating high-quality jobs and increasing inward investment through high value manufacturing innovation clusters.

We are driving industrial transformation, paving the way for future technologies and competing globally with a more sustainable focus.

AMIC staff work in the new flagship Factory of the Future (FoF), a 10,500m2 state-of-the-art facility, based in Newtownabbey which will act a key location to achieve our objectives of delivering AMIC services to industry, working with Businesses / Industry Partners across Northern Ireland.

To assist in the provision of a comprehensive administrative service within AMIC's Factory of the Future to achieve timely and accurate information, facilitating the smooth operation of daily activities.

MAJOR DUTIES:

1. Provide administrative support to the staff within AMIC 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 administrative support for the core functions within AMIC following established processes and procedures to ensure tasks are completed within set timescales.
3. Process purchase orders, invoices and expense claims and assist in the monitoring of AMIC’s budgets through the University’s financial system (QFIS).
4. 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 Procurement and Estates.
5. Monitor, order and maintain stationery supplies sufficient to meet the normal requirements of the office following established procedures.
6. Where appropriate, manage the diary/diaries of staff ensuring that all appointments and meetings are clearly recorded.
7. Update and maintain relevant filing systems and databases (including confidential files) to support the relevant activities and run and present standard reports.
8. Deal with routine enquiries from students, 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.
9. Maintain records of work, issues pending and work in progress, and prioritise work to meet both internal and external deadlines.
10. Provide administrative assistance to support special functions (e.g. conferences, exhibitions and major promotional events) within AMIC. This might include arranging travel, hospitality, registration of delegates, event bookings and event feedback.

11. Undertake appropriate continuous development to ensure knowledge and experience is current and meets the requirements of the role.
12. 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.

ADDITIONAL INFORMATION:

**Please note - This post is based at: AMIC Factory of the Future QUB, 3 Global Point Avenue, Newtownabbey, BT36 5TB.