Candidate Information

Position: Customer Service Advisor/Clerical Officer
School/Department: AMIC Core
Reference: 26/113663
Closing Date: Monday 23 November 2026
Salary: £29,118 - £30,630 per annum
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 which will act a key location to achieve our objectives of delivering AMIC services to industry, working with Businesses / Industry Partners across Northern Ireland.

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

Please note that due to the nature of the role, this post is office based 5 days per week.

The Customer Service Advisor role will provide clerical support to the AMIC team. Based primarily at the reception desk of the FoF, the postholder will be the first point of contact for visitors and staff and will administer a range of communications activities, and contribute to identifying and implementing on-going service improvements.

MAJOR DUTIES:

1. Act as first point of contact for deliveries and contractors: administer mail, parcel receipt and catering deliveries to the front reception desk, administer a store for reception resources and use for the receipt of small deliveries, for onward ensure distribution of mail/packages to colleagues as well as ensuring outgoing post delivered to post room as required.
2. Provide clerical assistance to AMIC functions (e.g. Conferences, AMIC events such as Innovation Centre Meetings, Seminars / Workshops and events, marketing and recruitment events). This might include arranging travel, hospitality, booking rooms, registration of delegates, event bookings and event feedback.
3. Provide prompt and accurate response to customer enquiries. Deal with routine enquiries from staff and visitors (i.e. by telephone, by 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.
4. Support Communications activities, Social Media Accounts ensuring information is accurate and up to date.
5. Assist in development of information resources and communications including in the development and implementation of promotional materials and the production of AMIC communications and newsletters (e.g. eZine).
6. Provide administrative support for the core functions within AMIC following established processes and procedures to ensure tasks are completed within set timescales.

7. Operate the Visitor Management System for the Factory of the Future and administer pre-booking to visitors to ensure Health and Safety compliance and professional level of service. Monitor and maintain accurate records / database of AMIC staff, Business contacts including Members, office allocations and facilities, to ensure the efficient and effective allocation of space within the Factory of the Future.
8. Assist with room bookings and maintain accurate electronic booking records and calendars for internal and external users, ensuring bookings are managed effectively and in accordance with relevant procedures.
9. Provide administrative support for health and safety activities with the buildings, to Building Liaison functions.
10. Assist with the collection, recording and basic analysis of statistics (including email, telephone and visitor information) for management.
11. Support other Administration activities and carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

ESSENTIAL CRITERIA:

1. A minimum of 5 GCSE's at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration.
2. A minimum of 12 months (demonstrable) recent relevant work experience in an administrative environment to include evidence of the following:
   • IT literacy and up to date knowledge of relevant computer packages and information systems including Microsoft Office 365, Microsoft Teams, SharePoint
   • Experience in maintaining databases and spreadsheets
   • Experience of dealing with email and internet in the workplace according to corporate guidelines
   • Producing general correspondence
   • Experience of providing clerical assistance in line with organisational procedures
   • Experience in a role which involved customer service including face-to face engagement with customers.
3. Ability to be customer focused and recognise client needs / expectations whilst managing workloads with limited supervision
4. Demonstrate the ability to plan and organise own workload in an effective and methodical manner within strict deadlines.
5. Demonstrate the ability to work on own initiative as well as part of a team.
6. Ability to establish and maintain effective working relationships in a team environment.
7. Competent in the use of Microsoft Office and windows applications.
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.
10. Demonstrate ability to carry out tasks with accuracy and attention to detail.

DESIRABLE CRITERIA:

1. A qualification relating to computer literacy
2. Supervisory experience.
3. Diary management experience.
4. Experience of committee servicing and report writing.