



UNIVERSITY OF  
LINCOLN

## UNIVERSITY OF LINCOLN JOB DESCRIPTION

<b>JOB TITLE</b>	Clerical Assistant				
<b>DEPARTMENT</b>	Lincoln International Business School				
<b>LOCATION</b>	Brayford Pool				
<b>JOB NUMBER</b>	SB122	<b>GRADE</b>	3	<b>DATE</b>	May 2021
<b>REPORTS TO</b>	Operation Manager				

### CONTEXT

The administration teams within the College provide wide-ranging administrative and clerical support including supporting and contributing to the effective delivery of Student Administration administrative procedures and processes.

### JOB PURPOSE

To assist with the provision of wide-ranging clerical and administrative support, which enhances the student experience and services, provided by both the College and the University as a whole.

## KEY RESPONSIBILITIES

Reception Service
<ul style="list-style-type: none"><li>• Provide a professional reception service handling routine enquiries from students, staff and visitors to the College.</li><li>• Support the student interview process including welcoming, escorting students to interview rooms, checking personal details and photocopying certificates</li><li>• Contribute to the continuous development and improvement of service provision, including the development of office systems and services, ensuring the high quality of service provided is kept under constant review.</li></ul>
General Office Duties
<ul style="list-style-type: none"><li>• Deal with general office duties – filing, routine word processing tasks as required. Process routine correspondence, prepare letters, memos and emails, and perform other clerical duties utilising relevant technologies.</li></ul>
Handling of Assignments
<ul style="list-style-type: none"><li>• Implement arrangements for the collection and receipt of assignments and the return of coursework to students.</li></ul>
Assistance within the Administration Team
<ul style="list-style-type: none"><li>• Provide clerical assistance to the Administration Team and the Administrators in supporting College operations.</li><li>• Assist Administrators by providing clerical support for postgraduate and undergraduate programmes and units administered within the College which involve the use of computerised student records system. Copy examination papers and assignments for moderation.</li></ul>
Building Facilities
<ul style="list-style-type: none"><li>• To monitor the usage of College owned rooms and assist where needed with the opening of teaching spaces with the building.</li><li>• To maintain and order the supplies of stationary within the College.</li><li>• To distribute post and relevant information to academics.</li><li>• To report issues within the building to Estates and ensure that any problems are dealt with promptly and effectively.</li></ul>
Assist with Events
<ul style="list-style-type: none"><li>• Assist with graduation and award ceremonies, assist with ticketing and attend as required.</li><li>• Assist with examination and examination board activities.</li></ul>

**In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.**

## ADDITIONAL INFORMATION

### Scope and dimensions of the role

Carry out a range of activities, following routines and procedures set by others, but with limited supervision. An experienced team member, they will be able to make independent recommendations on day-to-day routine matters and use judgement and initiative to make choices between a range of established options.

### Key working relationships/networks

Internal	External
<ul style="list-style-type: none"><li>• Line Manager</li><li>• Administrative staff within College Offices and Student Administration</li><li>• Administrators from other areas of the University</li><li>• Academic staff within the College</li><li>• Student Support Centre</li><li>• Students</li><li>• Office of Quality and Standards</li><li>• Secretariat</li><li>• Finance Department</li><li>• Estates Department</li></ul>	<ul style="list-style-type: none"><li>• Partner College Staff</li><li>• External Examiners/Professional associations</li><li>• Visitors to the University</li><li>• Former students</li><li>• Suppliers of goods and services</li></ul>



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## UNIVERSITY OF LINCOLN PERSON SPECIFICATION

<b>JOB TITLE</b>	Clerical Assistant	<b>JOB NUMBER</b>	SB122
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<b>Selection Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>Where Evidenced Application (A) Interview (I) Presentation (P) References (R)</b>
<b>Qualifications:</b>		
Administrative or IT qualifications	<b>D</b>	<b>A/I</b>
<b>Experience:</b>		
Comparative administrative or clerical experience	<b>E</b>	<b>A/I</b>
Relevant experience within a HE environment	<b>D</b>	<b>A/I</b>
<b>Skills and Knowledge:</b>		
Effective administration skills, with ability to be able to follow procedures with minimal supervision	<b>E</b>	<b>A/I</b>
Effective communication skills, both oral and written	<b>E</b>	<b>A/I</b>
The ability to deal with straightforward or standard queries	<b>E</b>	<b>A/I</b>
Competent in a range of IT software, eg Microsoft Word, Excel and Outlook or equivalent	<b>E</b>	<b>A/I</b>
<b>Competencies and Personal Attributes:</b>		
Professional and diplomatic at all times	<b>E</b>	<b>I/R</b>
A flexible and effective team member	<b>E</b>	<b>I/R</b>
A demonstrable commitment to providing a customer-orientated service and enhancing the 'student experience'	<b>E</b>	<b>I/R</b>
Proactive and able to use initiative	<b>E</b>	<b>I/R</b>
<b>Business Requirements:</b>		
Flexible hours to accommodate occasional evening and weekend working	<b>E</b>	<b>A/I</b>

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

<b>Author</b>	TH	<b>HRBA</b>	PC
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