

**Job Description**

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| **College/School:** | **Education Services** |
| **Job Title:** | **Clerical Assistant** |
| **Department/Subject:** | **Professional Support Team** |
| **Salary:** | **APM Grade 4: £23,581 - £25,433 with NEST pension benefits** |
| **Hours of work:** | **Full-time - 35hrs per week** |
| **Contract:** | **(Maternity cover) Fixed-term contract until 11th July 2025** |
| **Location:** | **This position will be based at the Singleton Campus** |

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| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.  The University’s Education Services will provide high quality professional services to students, staff and external stakeholders. Education Services will enable and deliver, where appropriate, institution wide change, affecting improvements in key strategic areas to enhance the Swansea student experience. |
| **Background information** | The post holder will contribute to the clerical & administrative support function of the Education Services Directorate through the provision of clerical support and a professional service for email/telephone/in person enquiries and visitors to the Management Team offices. |
| **Main Purpose of Post** | 1. Providing clerical and administrative support for all of the departmental activities, including, but not limited to  * use of the University Finance system * use of Calamari and Agresso Business World for recording and monitoring staff attendance and providing guidance to Line Managers and staff on policies and procedures. Extracting data and providing reports as required. * filing and archiving  1. Providing a first point of contact for visitors to the Academic Services offices and for face to face, telephone and email enquiries when required in a courteous, efficient and professional manner. 2. Direct staff and external visitors to appropriate sources of information and/or provide specialist advice and direction to policies and procedures as required. 3. Book appointment and meeting rooms for Academic Services Management Team, staff and visitors on a daily basis using Microsoft Outlook. 4. Supporting and helping to organise Education Services Management Groups and other activities. This will include taking minutes, preparing and distributing paperwork and coordinating action points as required. 5. Liaising with all of the services within the department in terms of purchasing support and procedures. 6. In line with procurement procedures and regulations source and purchase goods as required by Academic Services staff using a department credit card. 7. Processing financial documents and purchase orders. 8. Cash handling, reconciliation and financial checking duties as required. 9. To manage the Director and Deputy Directors calendars, help to plan events and take minutes at meetings when required. 10. To assist with maintenance of University databases and systems. 11. Ensure that Customer Service quality is recognised by all as a priority. 12. Take part in Staff Development activities and opportunities, including professional review |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as directed by the Director of Education Services or their nominated representative expected within the grade definition. 5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy. |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](http://www.swansea.ac.uk/the-university/world-class/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers * Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience   **Qualification:**   * Sound Basic education. Equivalent of 5 GCSE, including minimum of Grade C in Maths and English or equivalent.   **Experience:**   * Experience of clerical and administrative within a relevant organisational environment. * Experience of working with a high level of attention to detail. * Excellent interpersonal skills including good verbal and written communication skills. * Experience abiding by and providing advice to others on policies and procedures within a large organisation. * Experience of working within a team however have the ability to work individually.   **Knowledge and Skills:**   * Excellent IT skills, especially in MS Office applications, the Internet, e-mail and data entry. * Experience of taking minutes and organising meetings to include all pre work documentation and follow up actions. * Experience of working on own initiative. * Good organisational skills and have experience of meeting deadlines.   **Desirable Criteria:**   * Welsh Language**:**Level 1 – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role) *e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Level 1 can be reached by completing a one-hour training course.* * Experience of using HR absence monitoring systems i.e. ABW * Experience using Purchasing/Finance Software such as QL, QLx * Experience in marketing and communications. * Experience of working with confidential information.   *Candidates should include reference to the values and personal attributes within their applications, in addition to the essential and desirable criteria. The panel will be assessing against all of these skills and attributes* |
| **Additional Information** | **For informal enquiries please contact: Kelly Brookfield, Professional Services Team Leader –** [**k.a.beard@swansea.ac.uk**](mailto:k.a.beard@swansea.ac.uk)  ***The University is committed to supporting and promoting equality and diversity in all of its practices and activities. We aim to establish an inclusive environment and welcome diverse applications from the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic and national origin), religion or belief, sex, sexual orientation*.** |

  