University of Edinburgh
Job Description

1. Job Details

Job title: Clerical Assistant/Typist C/E&B/030

School/Support Department: Corporate Services

Unit (if applicable): Estates and Buildings Department: Works Division

Line manager: Administrative Secretary

2. Job Purpose

To assist in the day-to-day secretarial/clerical functions of a busy General Office within the Works Division of Estates & Buildings providing support for 150 staff including office, technical and trades staff.

3. Main Responsibilities

1. Undertake mail duties on a daily basis. Open, log, scan and distribute incoming mail for the whole of Division and fold and stamp outgoing mail in timely manner. Log, scan and file tender documents in a timely and efficient manner allowing for ease of retrieval for audit and other purposes. 40%

2. Reconcile petty cash on weekly basis and make up and distribute tradesmen’s expenses. Update the staff training database. 15%

3. Update the annual leave database and staff lists thus providing an ongoing record of leave taken or to be taken which assists in staff timesheet approval and departmental staff management of workload. 15%

4. Undertake typing, photocopying, faxing and filing documents as required. 15%

5. Provide cover for Repairline calls to support the Receptionist/Systems Operator and answer other calls as part of the Works Division General Office Team. 10%

6. Assist with any other clerical/secretarial duties as assigned by the Senior Administrative Secretary and Administrative Secretary. 5%

4. Planning and Organisation

• Senior Administrative Secretary and Administrative Secretary will allocate work on a daily basis as required. Other staff, including technical, trades and office, may from time to time request work to be done at particularly busy times. This would be done through discussion with Senior Administrative Secretary.

Planning

Work is planned on a day-to-day basis allowing that logging and recording of mail etc has to be done on a daily basis, and in a timely manner, to enable the efficient running of the business. Time must also be set aside for making up tradesmen’s weekly expenses. This requires to be done at a regular time and day of the week to allow for integration with Finance Department timescales.
5. Problem Solving

- Solve any problems relating to petty cash for example, if it does not reconcile, seek advice from the Senior Administrative Secretary as required.
- On receipt of a customer enquiry regarding work requested via Repairline or by telephone, EBIS will be interrogated to find out the status of the request. Advice will be provided, and where necessary, the customer will be referred to the appropriate member of technical or trades staff.
- In the event of emergency situation (e.g. person stuck in lift) contact will be made with our electricians so they can attend in first instance. Contact with security will also take place to ensure that they have contacted the lift maintenance contractor.

6. Decision Making

- This will be necessary when deciding who is the most appropriate person to contact with regard to customer query and in particularly in emergency situations.
- Prioritisation of own work load on a day-to-day basis where there is no particular need for further guidance from Line Manager

7. Key Contacts/Relationships

- The post-holder will have regular contact with a wide range of managers within Works Division, technical, trades and other staff on a range of estates/works matters.
- Contact with the EBIS Team to report any problems/queries relating to fault reporting and technical services on hardware/software problems
- External callers to Works Division when covering reception and fielding calls for technical and trades staff

8. Knowledge, Skills and Experience needed

- Good level of education including Standard Grade English
- Knowledge of Microsoft Office suite.
- Good telephone manner
- Good keyboard skills
- Good communication skills
- Ability to work on own initiative and be self motivated
- Good team player

9. Dimensions

- Petty cash reconciliation up to £600
- The postholder will work as part of a team of seven, based in a busy general office and will be expected be flexible and help in other areas of Works Division as required from time to time. The general office team provides support for approximately 150 Works Division staff.
10. Job Context and Other Relevant Information

Workload will be varied according to circumstances, but will also contain a number of regular routine tasks as described above, which are necessary for the efficient running of the Division.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Holder</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Head of Department</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>