Clerical Officer – MBChB Support Team, College of Medicine and Veterinary Medicine  
University of Edinburgh

1. Job Details

Job title: Clerical Officer – Student Records/Assessment

School/Support Department: College of Medicine & Veterinary Medicine

Unit (if applicable): CMVM Academic Administration

Line manager: MBChB Senior Administrative Officer & MBChB Assessment Officer

2. Job Purpose

To provide clerical support to the MBChB programme in both of student records and transcript production. To provide reception service, acting as the first point of contact for visitors to College Office. To provide clerical support to the MBChB assessment processes.

3. Main Responsibilities

1. Carry out front of house/reception duties dealing with students, academic staff and members of the public. This involves safe and accurate receipt and return of student submissions for forwarding to the Assessment Officer and the appropriate Year Co-ordinator.  
   Approx. % of time: 45

2. Assist in the maintenance of accurate student records – electronic and paper based so that these are maintained in an accurate and timeous manner  
   Approx. % of time: 10

3. The production of standard references, transcripts and the verification of degrees for students and graduates for authorisation by the Senior Administrative Officer.  
   Approx. % of time: 20

4. Marking of multiple choice question examinations using the Speedwell system and producing automated reports for Year Directors and Year Co-ordinators to submit to Boards of Examiners. Assist with OSCE paperwork production and marking using Speedwell.  
   Approx. % of time: 15

5. General Office duties such as faxing and photocopying documents, dealing with telephone calls and filing.  
   Approx. % of time: 10

4. Planning and Organising

The nature of reception duties means that work is generated on a day-to-day basis and other clerical work is planned accordingly. The assessment workload is planned according to the examination schedule to ensure efficient feedback for boards and students. There is a need to prioritise assessment work at certain times.

5. Problem Solving

The postholder solves routine problems that arise, e.g. a complicated transcript. Anything that falls beyond their remit should be referred to the appropriate member of College Office staff e.g. dealing with difficult/angry visitors, or conflict with room bookings.

6. Decision Making

Prioritising of tasks and referral. The job holder refers all decision making regarding non-standard issues to line manager and will seek guidance as appropriate.
6. Key Contacts/Relationships
Senior Administrative Officer
Staff within CMVM Academic Administration
MBChB Undergraduate students
Members of Public visiting the office
CMVM Academic staff

7. Knowledge, Skills and Experience Needed for the Job
Higher English or equivalent
Good interpersonal and communication skills
Ability to use Microsoft Office packages
Accuracy
Ability to work as part of a team

8. Dimensions
As first point of contact the postholder deals with a number of enquiries and customers as and when these present themselves. Potentially jobholder has dealings with approximately 1200 students.

10. Job Context and any other relevant information

11. Verification
I agree that this job description conveys an accurate description of this job.

Manager:  

Job title  Name  Signature  Date

Job holder:  

Staff number  Name  Signature  Date

Other:  

Job title  Name  Signature  Date