University of Edinburgh

1. Job Details

Job title: **Clerical Assistant (HSSACE012)**

School/Support Department: **ACE**

Unit (if applicable): **Music**

Line manager: **School Administrator (Different location to Job-Holder)**

2. Job Purpose

To provide reception services and general day-to-day secretarial support to the Subject Area.

3. Main Responsibilities

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1. Reception duties: act as first point of contact for all telephone, e-mail and face to face enquiries and provide assistance.

2. General typing and office duties to support departmental activities: typing concert programmes, handouts, letters etc., opening mail; upkeep of notice boards; filing; photocopying, collation and distribution of departmental papers and booklets, committee papers etc.

3. Practice Room allocations: create and maintain e-mail list of Practice Room Users and issue permits to maximise use of facilities.

4. Info distribution: send concert brochures and Instrumental Teachers lists to prospective students and members of the public.

5. Maintain and update records so that accurate and reliable info is available: particularly undergraduate records, mailing lists etc.

6. Any other duties as directed by the School Administrator.

4. Planning and Organising

- Planning on a daily, weekly and monthly basis in conjunction with the academic cycle and the Administrative Secretary for Music (HSSACE005).
- Prioritising competing demands within time constraints.

5. Problem Solving

- Dealing with standard enquiries with the use of policies, procedures and guidance from senior staff.
- Dealing with tight deadlines and competing demands.
- Dealing with difficult clients.

6. Decision Making

- Decide which info to send in response to a general enquiry and who to refer requests to for further info.
7. Key Contacts/Relationships
   - School Staff
   - Students
   - Registry
   - Members of public

8. Knowledge, Skills and Experience Needed for the Job
   - Excellent communication and interpersonal skills
   - Attention to detail
   - Ability to work as team member whilst under pressure
   - IT literate

9. Dimensions
   Member of 2 person clerical support team
   Provides clerical support to 16 academic staff and 18 associated staff, 250+ students, members of public

10. Job Context and any other relevant information