1. Job Details

Job title: Clerical Assistant (Part time) C/E&B/043

School/Support Department: Furniture Office, Old College

Unit (if applicable): Estates and Buildings

Line manager: Furniture Officer

2. Job Purpose

Provide a full and effective clerical support function for the Furniture Office, dealing with correspondence, filing, emails, processing drafted letters and spreadsheets. Assist in the Financial Control Section and/or General Office as required from time to time.

3. Main Responsibilities

Approx. % of time

1. Stock Control; recording all issues and deliveries of furniture. 25%

2. Check Requests, deal with queries and prepare lines for Furniture Store men for issue of furniture/uplifts/inspections. 45%

3. Verify Acknowledgements against Purchase Orders, to ensure correct items are as ordered and note dates of delivery to advise Schools, as required. Prepare letters and schedules as necessary. 10%

4. Cover for Senior Clerical Assistant in any case of absence. Liaise with the Furniture Officer. 10%

5. Any other duties as required from time to time to meet the needs of the service. This may include assisting in Financial Control or General Office. 10%

4. Planning and Organising

Weekly recording of stock transfers and keeping filing up to date. Checking requests sent to the Furniture Office and organising those requests. Responding to telephone and email enquiries. If any faults with an order arise, check original documents, notify company and
Schools. Follow up to ensure error corrected. If someone is absent, help manage with any unforeseen circumstances.

5. Problem Solving
Identifying and resolving discrepancies in suppliers invoices and deliveries. Providing information as requested by a School or Support Group, by researching previous records.

6. Decision Making
Assess work required to carry out regular duties. Deal with queries regarding furniture requests/faults, notified by email, telephone, post and decide on appropriate course of action.
Where there is uncertainty, discuss course of action with Furniture Officer or Senior Clerical Assistant.

7. Key Contacts/Relationships
Regular contact/discussions with the Furniture Office and Store staff, to carry out daily duties. Contact with academic and support staff from across the University, giving advice and assistance as required. Liaison with outside suppliers, contractors, removal firms etc, in order that their work is carried out satisfactorily.

8. Knowledge, Skills and Experience Needed for the Job
Post holder should have good communication skills and pleasant telephone manner. Ability to work on own and to use own initiative is important.
A high level of numeracy and both written and computer literacy skills are essential. Ability to undertake training in new systems as introduced by the University Estates and Buildings and / or Financial departments.

9. Dimensions
Provide clerical support for the Furniture Officer, Senior Clerical Assistant and staff in the Furniture Store (3).

10. Job Context and any other relevant information
Responding to requests from University schools/departments etc, to ensure services are received within their required timescales, where possible/reasonable.