University of Edinburgh

Job Description

1. Job Details

Job title: Clerical Assistant – HR/SG/010

School/Support: Department: Human Resources

Unit (if applicable):

Line manager: HR Manager (Support Groups)

2. Job Purpose

To provide clerical support to the HR (Support Groups) team with particular emphasis on ensuring that the off-line recruitment processes work effectively.

3. Main Responsibilities

(Normally between 4 and 10. Percentages should total at least 95% (and no more than 100%))

1. Answer telephone queries in an efficient manner to ensure internal and external queries are either dealt with immediately or passed to the relevant person to ensure that a professional and timely service is received. 25%

2. Support the overall recruitment process, co-ordinating telephone requests/emails/faxes to ensure correct information is sent to applicants to comply with legislation and UoE policies. 50%

3. General ad hoc administration duties eg opening and distributing mail; sending/checking/distributing faxes for action as and when necessary to enable replies to be issued in a timely and efficient manner. 15%

4. Process relocation and interview expenses to ensure payment requests are authorised by the HRM and then administered correctly to ensure accurate payments are made to individuals, within stipulated timescales. 5%

5. Providing reception cover on a rotational basis – answering external calls and greeting external and internal guests to Charles Stewart House to ensure a professional service is received by all visitors. 5%

4. Planning and Organising

The post-holder will plan and prioritise their own work with advice and guidance from colleagues and HR Manager to ensure deadlines are met.

5. Problem Solving

Day to day problems will arise such as conflicting priorities, deadlines to meet and the post-holder will be expected to use her own initiative to solve these problems and seek guidance from the Senior HR Assistant or from the HR Manager where appropriate to offer suitable solutions.
6. Decision Making
Decisions will vary and will be made on a daily basis. Types of decisions include: which information to send in response to a general enquiry and who to refer requests for more detailed information to, prioritisation of own work.

7. Key Contacts/Relationships
The post holder will have regular contact with HR colleagues from the Support Groups, as well as external agencies, applicants, and other colleagues from the University.

8. Knowledge, Skills and Experience Needed for the Job
The post-holder will have excellent communication skills, a polite manner and the ability to organise own work load. Several months on the job training will be necessary.

9. Dimensions
The post-holder reports into the HR Manager, Support Groups and is a member of a team providing the overall administrative process within HR (Support Groups)

10. Job Context and any other relevant information