University of Edinburgh

1. Job Details

Job title: **College Postgraduate Office Clerical Assistant**

School/Support Department: **College of Humanities and Social Science**

Unit (if applicable): **Postgraduate Office**

Line manager: **College Office Administrator (Education Team)**

2. Job Purpose

To provide clerical assistance to the postgraduate office (Education Team).

3. Main Responsibilities

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<tr>
<th>Approx % of Time</th>
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<tr>
<td>1. General office duties to support office activities: opening mail; photocopying, collation and distribution of departmental papers and booklets</td>
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<td>2. Sending out hard-copy information on programmes (prospectus, application forms, etc) to enquirers</td>
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<td>3. Assisting with reception duties: act as first point of contact for all general enquiries by telephone, e-mail and face to face. Directing enquiries appropriately to both within and outwith the office.</td>
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<td>4. Assistance to all office members in logging on student postgraduate applications onto the Postgraduate Database.</td>
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<td>5. Stationary and Publications co-ordination, responsible for ordering stock and distributing within the office as required</td>
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<td>6. Any other duties as directed by the Line Manager</td>
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4. Planning and Organising

- Planning on a daily, weekly, monthly and annual basis in conjunction with the line manager.
- Prioritising competing demands within time constraints.

5. Problem Solving

- Dealing with non-standard enquiries.
- Dealing with tight deadlines and competing time demands.

6. Decision Making – examples of decisions made or involved with, your role in them, what guidance to support you

- Deciding how best to assist enquirers.
- Deciding which information to send in response to a general enquiry.
- Deciding who to contact to obtain information.
- Deciding when to use initiative and when to seek advice.

7. Key Contacts/Relationships – internal and external

- Students – enquirers to the office.
- College PG Office staff.
- Education School staff (Academic/Admin and Clerical).
8. Knowledge, Skills and Experience Needed for the Job
   • Good communication and interpersonal skills.
   • Self-motivated and committed.
   • Good attention to detail.
   • Ability to work as effective team member whilst under pressure, assisting others as required.
   • IT literate, particularly with MS Word, MS Excel and MS Outlook (e-mails).
   • Flexible and adaptable worker.
   • Good written and spoken English.

9. Dimensions
   • Member of 3 person clerical support team within a busy 20-person office.
   • High volume of work.

10. Job Context and any other relevant information
    • The incumbent must have a pleasant and efficient manner in dealing with people in person, by telephone or by e-mail.