1. Job Details
Job title: Institute Secretary (Generic)
School/Support Department: Informatics
Line manager: Institute Administration Manager

2. Job Purpose
To provide general secretarial/administrative support as a member of the Institute secretarial/administrative team.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>Approx. % of time</th>
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<tbody>
<tr>
<td>1. Deal with general Institute correspondence, and respond to standard requests for information. Act as the first point of contact for general incoming phone calls, letters, and emails. Provide secretarial support for Institute meetings, organizing venue and catering, circulate papers, take and distribute minutes. Raise purchase and internal orders and check receipt of goods (eg consumables, stationery etc) as directed.</td>
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<tr>
<td>2. General office duties: eg photocopying, filing, issue photocopy cards and parking permits. Maintain the Institute input to the Institute databases. Register visitors to the Institute using the University’s Visitor Registration Scheme. Update Institute information on forthcoming seminars and events etc for web publication.</td>
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<td>3. Provide dedicated clerical support to members of staff as assigned by the post’s line manager.</td>
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<td>4. Organise travel and accommodation for staff going to meetings or conferences, and for visitors to the School as appropriate.</td>
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<td>5. Deal with general queries from staff and postgraduate students on Institute/School processes.</td>
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4. Planning and Organising
Examples of the way the postholder requires to plan and organise the work include:
- organising meetings, booking rooms, informing staff, and circulating papers.
- organising staff travel, which requires the job-holder to work to deadlines and plan their work in advance.

Most of the work will involve shorter-term planning with weekly or daily allocation of work. There will also be a significant element of work that the job-holder cannot plan for as it involves responding to queries raised by staff and externals.

5. Problem Solving
Examples of problems that the job-holder has to solve include problems relating to day-to-day administrative processes, for example, the organisation of meetings, or travel. The job-holder will also be the first point for inquiries that they have to refer on, and s/he needs to be able to make judgements about when to refer queries and to whom.
6. Decision Making
Examples of decisions the job-holder will take include:
• responding to inquiries from externals, and staff and students, and identifying the best source of information and advice available when inquiries need to be referred;
• identifying rooms and dates for meetings or events as part of event organisation;
• obtaining information from colleagues, chasing this information up, and how best to deal with this.
Types of decision that the job-holder will refer include queries that involve making judgements about School policies and processes and for which there is no standard response.

7. Key Contacts/Relationships
The job-holder’s key contacts will include:
• within the School - the members of staff for whom the job-holder provides dedicated clerical support. All staff and research students in order to, e.g., organise travel; and to gather the information necessary to respond to general inquiries and correspondence.
• outwith the University - visiting researchers in order to, e.g., organise travel, register the visitor using the visitor registration system.

8. Knowledge, Skills and Experience Needed for the Job
Educated to a minimum of standard grade level or equivalent. Good working knowledge of Microsoft Word, Excel, Access, and experience of using email and the internet. Strong communication skills. A minimum of 1 year’s experience working in a busy office - ideally in an education-related environment.

9. Dimensions
• Direct reports: 0
• Approximate number of indirect reports: 0
• Approximate number of staff affected by the job-holder: 50 - 150
• Financial: 0
• Approximate number of students/customers affected by the job-holder: 30 - 80 research students

10. Job Context and any other relevant information
In some Institutes the job-holder’s day-to-day supervision/training is carried out by a Senior Secretary

11. Verification
(JDs should be agreed by the relevant manager and individual job-holder or representative. Further verification may also be specified in some cases.)

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

<table>
<thead>
<tr>
<th>Manager:</th>
<th>Job title</th>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job holder:</td>
<td>Staff number</td>
<td>Name</td>
<td>Signature</td>
<td>Date</td>
</tr>
<tr>
<td>Other:</td>
<td>Job title</td>
<td>Name</td>
<td>Signature</td>
<td>Date</td>
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