University of Edinburgh

1. Job Details

Job title: Secretarial assistant

School/Support Department: CHSS Office

Unit (if applicable): Office of Lifelong Learning (OLL)

Line manager: Senior Secretary

2. Job Purpose

To provide a reception service to the public in the Office of Lifelong Learning, and efficient and effective secretarial and administrative support to the work of the Office of Lifelong Learning.

3. Main Responsibilities

1. Providing first point of contact for students and handling telephone enquiries

   Approx. % of time
   40

2. Processing and checking of stationery orders

   2.5

3. Photocopying, including monitoring usage of copiers and call out engineer

   5.0

4. Opening and sorting mail, answerphone messages, processing website enquiries; Assisting with departmental mailings.

   20

5. Maintaining stocks and displaying publicity material

   2.5

6. Maintenance of public reception area

   2.5

7. Enrolments by hand or phone; Data entry (processing course enrolments)

   20

8. Cash handling

   5

9. Any other duties as appropriate.

   2.5

4. Planning and Organising

   Overall administrative planning is consequential on the annual cycle of work at OLL.
   • Departmental planning is a yearly routine involving the entire office.
   • The majority of the post-holder’s tasks are short-term tasks which can be completed within a day and are unlikely to be planned more than 1 week in advance.

5. Problem Solving

   • Dealing with non-standard enquiries.
   • Dealing with tight deadlines and competing demands.
   • Dealing tactfully with staff and students when problems arise
   • Resolving local student issues
6. Decision Making
- Decide which information to send in response to a general enquiry and who to refer requests to for further information.
- Prioritise own work in most cases.

7. Key Contacts/Relationships
- All OLL Staff
- Students – current and new
- Other University depts

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

9. Dimensions
Member of 6 person clerical support team providing support to 19 other staff, 150 part-time tutors and 4500 enrolled Open Studies students

10. Job Context and any other relevant information
OLL is currently undergoing an exercise in integrating our systems with those of the College and the wider University.