1. Job Details

Job title: Secretary/Clerical Officer

School/Support Department: College of Medicine and Veterinary Medicine

Unit (if applicable): CMVM Academic Administration (Postgraduate Student Administration)

Line manager: Administrative Officer, Postgraduate Student Administration

2. Job Purpose
To provide day-to-day clerical and secretarial support in the Postgraduate Office including data inputting, filing and photocopying.

3. Main Responsibilities

1. Dealing with general enquiries in person, by telephone, fax and email so that visitors to the office have a consistent and welcoming reception. 10

2. Create, maintain and update student records both electronically on various databases and on paper so that reliable information is available to staff in the College and University. 30

3. Produce standard letters from templates as required so that information is disseminated to academic staff, administrators and students. 30

4. Assist with general office duties (eg mail, filing, photocopying, stationery ordering, room bookings) to ensure the smooth running of the office. 25

5. Distribute information and literature by mailshot within the University and beyond to ensure Graduate School activities and programmes are well promoted. 5

4. Planning and Organising
The job holder will organise and plan the office stationery requirements. S/he will be expected to assist with the planning and organising of office meetings, matriculation and graduation. Prioritisation of own work.

5. Problem Solving
The job holder will be expected to deal with all problems arising within the remit of the post. Any situations which cannot be resolved by the job holder would be referred to line manager e.g. room booking clash
6. Decision Making
The job holder will decide what information to give in response to different queries and who to refer requests for more detailed information to. S/he will make decisions on the most appropriate rooms to book, stationery to order.

7. Key Contacts/Relationships
The job holder is a central point of contact. Key contacts include Director of Postgraduate Studies and International Affairs, Director of the Graduate School CMVM Assistant Secretary (Academic Administration), PG Administrators; contact with potential students regarding available programmes and the College; contact with suppliers, students and staff in the Building, College, Registry, the wider University, the NHS and other HE institutions. The contact will be by telephone, letter, email, fax and in person.

8. Knowledge, Skills and Experience Needed for the Job
- Higher English or equivalent
- Excellent interpersonal and communication skills
- Good knowledge of MS Office packages
- Ability to use email and the web
- Ability to work accurately to deadlines
- Understand and maintain confidentiality where necessary

9. Dimensions
The team currently consists of two part-time Administrative Officers with responsibility for the Graduate School and International Affairs, an Administrative Officer with responsibility for postgraduate student administration and four members of clerical staff including this post. The job holder will provide clerical support for 4 administrative staff. Customers include 950 students on programme: producing admissions, matriculation, annual reports, examination and graduation paperwork; responding to queries; 150 examiners (internal and external) and 500 University and NHS staff acting as supervisors and programme directors.

10. Job Context and any other relevant information
n/a

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

Manager:
Job title: Name: Signature Date

Job holder:
Staff number Name Signature Date

Other:
Job title: Name: Signature Date