

Job Description

Clerical Assistant

Salary:	Grade 3
Contract:	Full time, ongoing
Location:	Canterbury Campus
Responsible to:	Operations and Project Officer
Job family:	Administrative, professional and managerial

Kent and Medway Medical School

KMMS welcomed its first students in 2020 and achieved full GMC accreditation in 2025. Our mission is to widen participation, train excellent doctors, and improve health in Kent and Medway. We deliver a five-year undergraduate programme and a growing portfolio of postgraduate study, including the MSc in Clinical Education and Physician Associate Studies.

Equity, Diversity and Inclusion

KMMS is proud to have a diverse and inclusive community of students and staff. We welcome applications from members of all the non-majority parts of our community and KMMS is committed to fair treatment and to ensuring that the learning and working environment are supportive and inclusive to all. Duties in the delivery of learning, teaching and supporting students and staff should be performed in a manner in keeping with the School's core values.

Job purpose

To provide accurate and efficient general clerical support in KMMS, assisting with the smooth running of the School. The role holder will provide regular front facing support to students and staff by covering reception desks in KMMS buildings and will have primary responsibility for managing the KMMS general inbox and general enquiry phone line. The role holder will ensure that all students, staff and visitors to KMMS are welcomed in a friendly and professional manner, receiving excellent customer service and ensuring that all enquiries are dealt with effectively and efficiently.

The Operations Team also regularly work to support events, activities and other priority tasks throughout the KMMS academic year, including contributing to the planning and delivery of open days and Multiple Mini Interviews, Objective Structured Clinical Examinations, and Welcome/ Welcome Back weeks. The role holder will provide advice, guidance and signposting to KMMS students and staff, and so will be required develop a good knowledge of Kent, Christ Church, and KMMS policies and procedures where these queries are routine, and know when to refer more complex queries to senior staff.

This role will involve working on both the University of Kent and the Canterbury Christ Church University campuses in Canterbury. Suitable training and development will be provided.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide general clerical support to facilitate the smooth running of KMMS and assist in the effective day to day administration of KMMS. Examples of tasks may include: receiving and distributing incoming and

outgoing post; receiving and checking documents; scheduling, arranging and servicing meetings; providing general clerical support to staff projects across KMMS; updating staff records and databases.

- Work as the receptionist in KMMS, staffing the reception desk in KMMS buildings, ensuring that staff, students and visitors to KMMS are welcomed in a friendly and professional manner and receive excellent customer service. Respond to routine enquiries effectively and efficiently, in person and by telephone, and cover the general KMMS email inbox, triaging, signposting, and responding to enquiries received.
- Provide efficient facilities management services to facilitate the smooth running of KMMS. This includes the programming of staff cards, key/fob management, assisting with staff office allocation and moves, fault reporting, waste removal, building maintenance, overseeing furniture supplies, removing unsafe/surplus to requirement items as required, and provision of buildings supplies such as photocopy/printer paper.
- Provide administrative support to KMMS Professional Services teams, including monitoring of departmental inboxes and triaging queries, creation and preparation of signage or other documents, and other duties as appropriate to the role.
- Undertake catering orders, parking requests and room bookings for meetings.
- Support the wider activities of KMMS, contributing to the planning and delivery of events, activities and tasks, such as open days and Multiple Mini Interviews, Objective Structured Clinical Examinations, and Welcome/ Welcome Back weeks, supporting the team to deliver an excellent student, staff and applicant experience.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- The role holder will work under regular supervision but is expected to be able to work with some initiative including daily planning of own workload.
- They will need to effectively manage multiple requests, dealing with stakeholders politely and professionally.
- They will perform routine tasks under generally available supervision to the required time and quality standards, ensuring accuracy when handling data or producing documents.
- The role holder will need to know whether to personally provide an answer or take action to refer to someone else.
- KMMS is in a phase of growth and there may be changes to ways of working and the tasks undertaken by the role holder on a regular basis. The workload may be unpredictable, as the Operations team are called in to support the work of other teams.

Facts & figures

The Operations team consists of nine staff members managed by the Operations Manager. Frontline support is given to KMMS students (108 per year over 5 years), studying in locations at Kent, Christ Church and across the NHS (30 PCNs and Trusts). Frontline support is given to KMMS staff (approx. 175 KMMS-employed staff, approx. 500 teaching staff from Kent, Christ Church, and across the NHS).

The Operations team directly support the planning and delivery of annual KMMS events (large conference with BSMS of 500 attendees, 6 x MMI days of 600 attendees, 16 x OSCE days of 800 attendees, Welcome Weeks for all KMMS students and staff, as well as support for other ad hoc events and activities).

Please note that the fact and figures listed above are for illustration purposes only to provide some additional context of the role and are subject to change.

Internal & external relationships

Internal: Students, academic and professional services staff at all levels at KMMS, the University of Kent and Canterbury Christ Church University.

External: Visitors to KMMS, potential students and their families and friends, NHS staff, Brighton and Sussex Medical School staff, interview candidates, local groups and organisations, professional and medical organisations.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Pressure to meet important deadlines such as might be inherent in high profile projects
- Ability to occasionally travel in a timely and efficient manner between campuses

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to GCSE in English & Maths (Grade C/4 or above) or equivalent (A)
- Good IT skills, particularly Microsoft Office packages (A,T)
- Excellent oral and written communication skills with the ability to deal with a range of people at all levels, including senior stakeholders (I)
- Good attention to detail/accuracy (A,T)
- Experience of providing effective customer service (A,I)
- Good organisational skills with ability to prioritise (A,I)
- Excellent customer service skills including a helpful and responsive manner (A,I)
- Ability to deal with confidential issues in a discreet manner (I)
- Ability to use initiative and problem solve (I)
- Ability to work well as a member of a team and across teams (I)
- Ability to remain calm under pressure (I)
- Willingness to learn and apply new systems and processes (I)
- Commitment to undertake further training or personal development, as required (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- CLAIT/ECDL or equivalent IT qualification (A)
- Previous experience in a secretarial or clerical role (A)
- Experience of using and/or maintaining a database (A,I)
- Experience of effective minute or note taking (A,I,T)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage