

# OUR REWARD PRACTICES/ JOB DESCRIPTION:

## Clerical Assistant – Quality Assurance

Date created:

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21/05/2019

<b>Generic role title:</b>	Clerical Assistant
<b>Job family:</b>	Administration, Professional & Managerial
<b>Reference number:</b>	ACD-011-19
<b>Grade:</b>	Grade 4
<b>Salary Scale:</b>	£19,730 - £22,017 <i>per annum</i>
<b>Contract:</b>	Fixed term for 12 months Full time
<b>School/Department:</b>	Quality Assurance, Unit for the Enhancement of Learning and Teaching
<b>Location:</b>	University of Kent, Canterbury campus
<b>Line manager:</b>	Head of Quality Assurance or their nominee
<b>Anticipated start date:</b>	As soon as possible

### Job purpose

Provide high level clerical support to members of the Quality Assurance (QA) team to ensure the smooth operation of the Quality Assurance Office in meeting its key areas of responsibility.

### Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.

		<i>Frequency</i>
1.	To liaise proactively with staff in the QA Office to ensure routine clerical arrangements for all areas of work are anticipated and provided for effectively.	Daily
Example duties:		



1.1	Via Key Travel, making travel arrangements for QA staff and members of the Board of Examiners for Validated Institutions.	
1.2	Organise meetings, booking rooms and refreshments.	
1.3	Ensure the provision of general office supplies via the web-based ordering system (Office Depot), liaising with Design and Print Centre, when necessary.	
1.4	Collect, stamp and distribute post received by the QA Office.	
2.	To maintain office systems (electronic and other) to ensure the smooth operation of services provided by the team.	<i>Frequency</i>
		Daily
<b>Example duties:</b>		
2.1	Maintain electronic records of PCs, printers, laptops/iPads, maintenance agreements, etc.	
2.2	Order new PCs and/or software, e.g., Dreamweaver licences/ Adobe writer, etc.	
2.3	Maintain oversight of shared team drive (Collegiate) and shared team mailboxes e.g. QA Mail, Higher Education Review, and distribute unanswered mail to the appropriate team member.	
2.4	Perform annual DSE & related workspace assessments for team members.	
3.	To engage proactively with a variety of University IT systems for the purpose of creating and maintaining electronic records.	<i>Frequency</i>
		Daily
<b>Example duties:</b>		
3.1	Create and maintain electronic student records for the Validated Institutions, e.g. adding personal data and the input and verification of student marks on SDS / Cressida / KentVision.	
3.2	Set permissions for Kent staff / external examiners to access the External Examiners Report Submission System (EERSS).	
3.3	Create, amend & delete external examiner employment records on Staff Connect.	
3.4	Ensure effective processing of financial transactions including purchase orders, invoices, setting up new suppliers using Agresso and other University financial systems in accordance with agreed budgets.	
		<i>Frequency</i>

4.	To provide internal and external audiences with the most current information about the University's quality assurance practices, procedures and developments to ensure the provision of accurate and up-to-date information about quality assurance matters.	Daily
<b>Example duties:</b>		
4.1	Create and maintain the QA Office website using Dreamweaver in consultation with QA Office team members over content.	
4.2	Maintain the mailing list on Sympa for the QA Office electronic newsletter and circulate the newsletter on a monthly basis.	
4.3	Copy and circulate physical / or electronic copies of papers for committee meetings, student appeals or similar.	
4.4	Apply knowledge and understanding of QA Office procedures or policies to be able to respond to a wide range of enquiries whilst recognising when it is more suitable to refer to someone else for specialist advice.	

### Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/ communicates with on a regular basis, and for what purpose.

**Internal:** Quality Assurance team members, UELT, Faculty Support Office, Graduate School Office, Hospitality, IT, Finance, HR, Kent Union, Planning and Business Information Office, Central Student Administration Office.

**External:** External examiners, job candidates, Validated Institutions,

### Health, safety & wellbeing considerations

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

- Regular use of Screen Display Equipment

### 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.

<b>Qualifications / training</b>	Essential	Desirable	Assessed via*
Passes in GCSE English and Mathematics or equivalent and educated to A-Level standard	✓		A
European Computer Driving Licence, or demonstrable high-level knowledge of, and ability in using, Microsoft Office suite of programmes, including Word (Inc. mail merge), Excel and Access	✓		A

<b>Knowledge, skills and experience</b>	Essential	Desirable	Assessed via*
Excellent oral and written communication skills, giving the post-holder the ability to deal confidently with a range of people at all levels	✓		A, I
Excellent numeracy skills	✓		A
Excellent attention to detail/accuracy	✓		A, I
Experience of working in Higher Education	✓		A
Experience of working within a busy office environment	✓		A
Familiarity with and competence in the variety of University IT systems relevant to the post		✓	I
Experience of developing and maintaining a website	✓		I
Ability to plan, organise and prioritise own workload, and work without close supervision	✓		I
Ability to understand the standard workflow of the team and plan to ensure that this is maintained by anticipating the requirements of team members	✓		I
Ability to work proactively and without awaiting for the assignment of tasks	✓		I
Ability to develop and maintain accurate and transparent records in a variety of media	✓		I
<b>Additional attributes</b>	Essential	Desirable	Assessed via*
Commitment to undertake further training or personal development as required	✓		I
A knowledge and understanding of Higher Education	✓		I
Understanding of the importance of equality, diversity and inclusivity in the workplace	✓		I
Understanding of Data Protection (GDPR) requirements	✓		I

Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview