



University of Sunderland

Role Profile

Part 1

Lifechanging



**University of
Sunderland**

Type Job Title here	
Job Title:	Clerical Assistant – Advanced Apprentice
Reference No:	0315-19
Reports to:	Digital Skills Compliance Officer
Grade:	Advanced Apprentice, Level 3
Working Hours:	37 hours per week (20% Off the job training)
Faculty/Service:	Enterprise & Innovation
Location:	MTC Training – The Industry Centre
Main Purpose of Role:	<p>To provide professional and effective administrative support to MTC & the ESF project. To provide first point of contact for MTC & ESF participants/visitors.</p> <p>The training aspect of the Apprenticeship will cover:</p> <ul style="list-style-type: none"> • Communicate in a business environment • Manage personal and professional development • Principles of business communication and information • Principles of administration • Principles of business • Produce business documents • Store and retrieve information • Produce minutes of meetings • Maintain and issue stationery and supplies • Employee rights and responsibilities

Key Responsibilities and Accountabilities:

It is expected that over time, individuals will:

- Work in collaboration with other Clerical Assistants,
- Provide a comprehensive reception service, dealing effectively with a wide range of telephone, personal and other forms of communications regarding MTC and ESF courses
- Assist the MTC & ESF team with test administration and be the first point of contact for all test enquiries.
- Provide administrative support to the MTC / ESF team including:
 - Sending joining instructions to participants
 - Following up joining confirmations
 - The issue of course attendance certificates
 - Ordering courseware
- Ensure the MTC / ESF administration systems (hard and soft copies) are organised and maintained.
- Ensure that MTC / ESF training rooms are equipped with the relevant courseware and stationery.
- Update and assist with the maintenance of MTC's Client / ESF database.
- Work closely with colleagues in the Finance Team for all MTC / ESF financial matters including:
 - Purchasing Card Transactions
 - Travel
 - Purchase Orders
 - Staff Weekly Returns
 - invoice Requests
 - Debtors
- Assist the Finance Team with monthly financial reports for:
 - Courseware
 - Trainers' Expenditure
- Maintain stocks of office stationery and other office supplies
- Deal with incoming post / general mail regarding MTC and the ESF project
- Undertake other administrative duties as required by the Line Manager

Special Circumstances:

From time to time the post holder will be expected to work unsociable hours and must be flexible, as additional hours will be required at peak times of the year. Annual leave may be restricted to certain times of the year.



Part 2A: Essential and Desirable Criteria

	<p>Essential</p> <p>Knowledge and Experience:</p> <ul style="list-style-type: none"> • Administration experience in a busy office environment • Phone, email, diary, customer service, Time Management • Demonstrable IT skills including experience of Microsoft Office (Word, Excel, Outlook)
	<p>Desirable</p> <p>Qualifications and Professional Memberships:</p> <ul style="list-style-type: none"> • NVQ2 in administration or equivalent • A good standard of basic education including English, Mathematics and ICT to GCSE Grade C or equivalent
	<p>Knowledge and Experience:</p> <ul style="list-style-type: none"> • Previous experience of working with test administration

Part 2B: Key Competencies

<p>Values are assessed at the interview/selection testing stage – what do these values mean to you?</p>	<p>INSPIRING We will provide an inspiring, enterprising and empowering experience for our students and staff.</p>
	<p>INNOVATIVE We value people for their creativity and update our knowledge and practice to enhance the student experience and improve our institutional performance.</p>
	<p>COLLABORATIVE We work together as a community with our partners and build lasting relationships to achieve our shared ambition.</p>
	<p>INCLUSIVE We celebrate our diverse culture where everyone's contribution is welcomed and valued.</p>
	<p>EXCELLENT We strive for the highest quality in academic delivery, research and service standards.</p>

Date Completed:

September 2019