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Clerical Assistant

Professional Services
English Language Teaching
Centre



Overview

We are looking for an enthusiastic Clerical Assistant to undertake the key role of supporting day-to-day administrative activity within the ELTC. We would welcome applications from candidates with excellent administrative, communication, interpersonal and IT skills and experience. The post holder will provide a professional support service for the Department's students during the application process and provide course support to programme directors. They will be responsible for maintaining internal and University-wide systems, liaising with academic and professional services colleagues and acting as a point of contact for students and staff.

Person Specification

You should provide evidence in your application that you meet the following criteria. We will use a range of selection methods to measure your abilities in these areas including reviewing your online application, seeking references, inviting shortlisted candidates to interview and other forms of assessment action relevant to the post.

Criteria		Essential	Desirable
1.	A good general education to a minimum of 5 GCSEs at grade C or above, or equivalent, including English or equivalent vocational qualifications and/or work experience.	X	
2.	Excellent customer service skills, able to interact with a variety of customers, showing good interpersonal skills with experience of responding efficiently and effectively to a large range of face-to-face, phone and email queries.	X	
3.	Excellent IT skills, including experience of Microsoft Office applications, in particular Word, Access and Excel.	X	
4.	Substantial knowledge of standard office procedures and assisting in providing responses to reception enquiries through relevant qualifications or work experience.	X	
5.	Ability to deal confidently with people whose first language is not English.	X	
6.	Excellent written and verbal communication skills with the ability to communicate effectively with both internal and external stakeholders.	X	
7.	Excellent customer services skills, with experience of responding efficiently and effectively to phone and email enquiries.	X	
8.	Experience of contributing to shared duties and success.	X	
9.	Ability to work effectively as part of a team, responding to changes in demand and volume at different times of the year and to work on own initiative whilst unsupervised.	X	
10.	Excellent attention to detail and ability to work to a high level of accuracy.	X	
11.	Willingness and ability to learn new skills and undertake training where necessary.	X	
12.	Experience of working in a further education or higher education office environment.		X
13.	Experience of developing and maintaining a network of contacts throughout own work area.		X
14.	Experience of adapting own skills to new circumstances.		X
15.	Knowledge of the General Data Protection Regulation and an understanding of its implications in an office environment		X

16.	Understanding of relevant legislation (for example Disability, Equal Opportunities, UKVI)		X
17.	Knowledge of the higher education environment and the issues affecting the sector.		X
18.	Experience of University IT systems (for example CIES, CIS and bespoke databases)		X
19.	Experience of providing direct advice and support to students.		X

About the Team

The English Language Teaching Centre (ELTC) is a section of Academic Services responsible for the provision of language courses and language support to international students. The ELTC is one of the largest university English language centres in the UK, is accredited by the British Council and is authorised by Cambridge English as an exam centre.

You will join a large friendly team of staff in a very busy, student-focused environment. You can find out more about the department by visiting our [website](#), [Facebook](#) page, [YouTube](#) videos and [Twitter](#) feed.

Job Description

Main Duties and Responsibilities

- Provide a proactive, professional support services for the English Language Teaching Centre courses including supporting induction events and maintaining student's records using various electronic databases, including Microsoft Access and University systems.
- Co-ordinate and consult with academic staff about providing administrative support to their courses.
- Supporting the In-Sessional provision such as the Doctoral Development Programme, which may include working after 5pm on registration days (TOIL to be arranged with line manager).
- Working within the In-Sessional team allocating classes, organising registers, monitoring student's attendance and ensuring accurate records are kept
- Processing and responding to email queries from the English Language Teaching Centre general inbox.
- Covering reception shifts and for colleague absences as and when needed.
- Manage and maintain accurate information on all aspects of learning and teaching support.
- Processing student applications.
- Organisation of, attendance and minute taking at meetings.
- Liaison with other Professional Services within the university to resolve student queries.
- Liaison with agents and other outside bodies, such as sponsors, to ensure students applications are processed efficiently.
- Managing own workload and work to strict deadlines without the need for supervision.
- General administrative duties, such as filing and photocopying.
- As a member of our Professional staff you will be expected to demonstrate a commitment to the professional behaviours set out in the Sheffield Professional Framework. Please follow this link for further information: [Sheffield Professional Framework](#).
- As a member of staff you will be encouraged to make ethical decisions in your role, embedding the University sustainability strategy into your working activities wherever possible.
- Any other duties, commensurate with the grade of the post.

Reward Package

Terms and conditions of employment: Will be those for Grade 4 staff.

Salary for this grade: £19,612 to £21,814 per annum (pro rata)

This post is open ended with a start date of 2nd August 2021 (or as soon after).

This post is full-time:

This role has been identified as a full-time post, but we are committed to exploring flexible working opportunities with our staff which benefit both the individual and the University (See www.sheffield.ac.uk/hr/guidance/flexible/arrangements). Therefore, we would consider flexible delivery of the role subject to meeting the business needs of the post. If you wish to explore flexible working opportunities in relation to this post, we encourage you to call or email the departmental contact listed below.

If you join the University you will have access to a Total Reward Package that includes a competitive salary, a generous Pension Scheme and annual leave entitlement, as well as access to a range of learning and development courses to support your personal and professional development. You will have access to your own personalised portal where you can also access a comprehensive selection of benefits and offers to suit your changing lifestyle needs, for example financial wellbeing, travel options, shopping and cinema discounts.



To find out more visit www.sheffield.ac.uk/hr/thedeal

The University is committed to tackling the global climate emergency. Our sustainability strategy forms an integral part of all we do. We strive to embed this in all areas of university life, from our students' education, the globally impacting international research we contribute, to campus life.

We aim to empower staff to work sustainably by giving them the knowledge to make ethical decisions at work and home. Staff have the opportunity to be involved in impactful sustainability projects through the nationally recognised Green Impact scheme.



Staff have access to excellent green benefits including the cycle to work scheme with discounts and free secure bike storage, as well as many greener choices across campus.

If you have an interest in this area, the university will strive to passionately support you in these commitments. Check out www.sheffield.ac.uk/sustainability for more information.

The University of Sheffield recognises the importance of creating a positive environment, whereby all staff feel able to talk openly and with trust about wellbeing and mental health.

Our Staff Wellbeing offer, encourages and supports staff to maintain their own positive health and wellbeing through a range of accessible, inclusive and supportive services and activities.

To find out more visit www.sheffield.ac.uk/hr/wellbeing

Our leadership development has been designed to ensure that our leaders have the knowledge, skills and behaviours needed by the University.

To find out more visit www.sheffield.ac.uk/hr/sld/lmdevelopment

Inclusion at Sheffield is everyone's responsibility. Our vision is to build a University community that actively attracts, engages and develops talented individuals from many different backgrounds.



We are proud of our award-winning equality, diversity and inclusion action, and 90% of staff tell us they are treated with fairness and respect (staff survey 2018). We continue working to create a fully inclusive environment where everyone can flourish.

To find out more visit www.sheffield.ac.uk/inclusion

We are the only university to feature in the Sunday Times 100 Best Not-for-Profit organisations to work for 2018. In our staff survey (2018) 92% of staff said they were proud to work for the University and 83% of our staff would recommend the University as an excellent place to work. To find out more about what it's like to work here visit remarkable.group.shef.ac.uk

Selection – Next Steps

Closing date: For details of the closing date please view this post on our web pages at www.sheffield.ac.uk/jobs

Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. Please note that due to the large number of applications that we receive, it may take up to two working weeks following the closing date before the recruiting department will be able to contact you.

For more information on our application and recruitment processes visit www.sheffield.ac.uk/jobs/info

Informal enquiries

For informal enquiries about this job and the recruiting department, contact: Caroline Hunter on m.sullivan@sheffield.ac.uk on 0114 222 8075.

For administration queries and details on the application process, contact the lead recruiter: Sara Narayan on s.l.narayan@sheffield.ac.uk or on 0114 222 1798.

For all online application system queries and support, visit: www.sheffield.ac.uk/jobs/applying

Creating a remarkable place to work

We build teams of people from different heritages and lifestyles from across the world, whose talent and contributions complement each other to greatest effect. We believe diversity in all its forms delivers greater impact through research, teaching and student experience.

We are consistently ranked in the top 100 of the world's universities, but there's so much more to us than that. By joining the University, you will be joining award-winning teams and departments who are all working together to make the University of Sheffield a remarkable place to work.

Learn more [here](#).