



1. Advertisement

Post title: Assistant Coordinator

School/department: School of Media, Arts & Humanities

Hours: Full-time hours considered up to 36.5 hours per week. Requests for [flexible working](#) options will be considered (subject to business need).

Location: Brighton, UK

Contract: Fixed term to 30 June 2024.

Reference: 21148

Salary: starting at £23,144 to £24,248 pro rata if part time.

Placed on: 24 July 2023

Closing date: 14 August 2023. Applications must be received by midnight of the closing date

Expected interview date: To be confirmed.

Expected start date: As soon as possible.

The School of Media, Arts & Humanities is seeking to appoint an Assistant Coordinator to provide administrative support for a range of School functions. The post holder will be based in the Reception Team, supporting the busy Reception service and the Resources Centre borrowing service.

The post-holder will:

- Provide administrative support for a variety of areas, including: reception, finance, events, buildings, facilities and resources
- Contribute to the School's service delivery, providing excellent customer service to students, staff, visitors and external partners
- Work across the various teams in Operations, Education & Students and Research portfolio areas, and be deployed where there is a need for additional resource in the School
- Within clear parameters, take responsibility for specific projects or areas of work
- Split their time between the MAH School Office and the MAH Resource Centre

The successful candidate will have excellent communication skills and an enthusiasm for providing customer service. They will be comfortable and confident in being the first point of call for enquirers and as such, experience of providing a reception service is desirable.

For full details, including how to apply, please see the University's [vacancies page](#)

Please contact Philippa Murnaghan, pm474@sussex.ac.uk, for informal enquiries

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note - The University requires that all work undertaken for the University is performed from the UK.

2. The School

The School of Media, Arts & Humanities was formally launched on 1st September 2020. The School is situated in the Arts A, Arts B and Silverstone Buildings.

Media, Arts and Humanities is a School that brings together a wide range of disciplines including English, History, Art History, Philosophy, Media, Film, Music and Language Studies. The School offers a vibrant platform for high-quality teaching and learning, and cutting-edge, interdisciplinary research in a friendly and supportive atmosphere, combining theory, practice, activism and critical and creative work. For students there is a real focus on graduate employability, with an exciting industry facing curriculum with work placements and strong links with cultural institutions such as the BBC and museums, theatres and galleries around the world.

Please find further information regarding the School at:
<https://www.sussex.ac.uk/schools/media-arts-humanities/internal/>

Job Description for the post of: Assistant Coordinator

Section/Unit/School	School of Media, Arts & Humanities
Location	Arts A
Grade	3
Responsible to	Senior Reception Coordinator

Purpose of the post:

To provide a reception service in the MAH School Office and MAH Resource Centre and to provide administrative support for a range of School functions.

Key responsibilities:

1 Working as part of a team, offer a friendly and professional reception and general enquiries service to students, faculty and visitors

- 1.1 Act as first point of contact for students, staff and visitors. Deal effectively, efficiently and accurately with enquiries
- 1.2 Deal with post, telephone, webchat, email and in-person queries
- 1.3 Respond to general enquiries, seeking guidance on interpreting University and external regulations as appropriate; referring more complex or non-standard issues as appropriate
- 1.4 To liaise with various central departments such as ITS, SEF, HR, Finance, and the Student Centre, to effectively deal with and/or refer enquiries
- 1.5 To respond to a variety of unforeseen circumstances whilst maintaining a professional service
- 1.6 Keep track of stationery and IT equipment supplies, ordering supplies when needed

1.7 To assist with H&S and building management duties, including completing building checks, reporting and following up Service Centre requests

1.8 Follow administrative procedures, and office systems

2 Provide administrative support to School staff and officers

2.1 To maintain records, including paper based and data systems, entering data into systems as required

2.2 To assist with the submission of assessed work and related processes

2.3 Provide administrative support with the preparation of resources and information for students

2.4 To assist with the production of letters and standard reports

2.5 Provide administrative support for training and events, including room booking, catering, travel and accommodation

3 Within clear parameters to take responsibility for financial processes using the University's finance system

3.1 Raise purchase orders and deal with suppliers

3.2 Deal efficiently with payment queries

3.3 Process invoices and expense claims

3.4 Process student prize payments and other sales invoices

3.5 Use the Proactis system to set up new suppliers

3.6 Problem solve by pro-actively liaising with colleagues in the central Finance team

4 Within clear parameters to take responsibility for specific projects or areas of work, as determined by the Head of Professional Service and School Managers.

This job description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Person Specification

	Essential	Desirable
Willingness to do routine work	X	
The desire and ability to work as part of a flexible team	X	
Fast, accurate word processing	X	
Ability to ensure effective, professional standards of presentation	X	
A commitment to customer service, whilst being helpful, cooperative and sensitive to the needs and feelings of others.	X	
Approachability and flexibility in responding to emergencies and unforeseen events	X	
A high degree of IT literacy, with experience of Microsoft Word, Excel, Outlook and remote working technologies	X	
The ability to distinguish between conflicting demands, scheduling and planning work in order to meet priorities and deadlines	X	
Reliability, honesty and a commitment to maintaining confidentiality	X	

Experience in accurate data entry		X
Experience of working on projects		X
Experience of providing a reception service		X