

CLERICAL ASSISTANT/ RECEPTIONIST

Faculty Professional Services
Norwich Medical School

SC4662

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Our Professors Corinne Le Quere, Rachel Warren and Robert Nicholls were recipients of Nobel Peace Prize (2007), awarded to Al Gore and the Intergovernmental Panel for Climate Change (IPCC) in recognition of efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Jennifer Barlow, Team and Operations Coordinator via J.Barlow@uea.ac.uk.

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



OUR BENEFITS

UEA offers a fantastic benefits package for staff. We recognise all our staff have different priorities and lifestyles so we are continually reviewing our offering to ensure there are benefits which suit everyone. Current benefits include:



Competitive Rates of Pay



20 Days Holiday



14 Additional Statutory and Customary days



Contributory Pension



Staff Development



Sportspark Discount



Research Support



Health and Wellbeing



Library



Campus Facilities



Care Leave Policies



Sainsbury Centre for Visual Arts



Ofsted Outstanding Nursery



And much more!

Further information can be found on our [Staff Benefits page](#).

THE ROLE

To provide a first point of contact for visitors, students and staff ensuring you deliver an excellent level of customer service. To provide an efficient, high quality, administrative service to staff in the School and general office support for the Local Support team. The post holder will be required to handle both professional and business information that is of a sensitive and/or confidential nature.

KEY RESPONSIBILITIES

- Acting as first point of contact for external visitors, students and staff dealing with day to day standard and routine enquiries by telephone, email and in person in an efficient, friendly and confident manner, maintaining confidentiality and referring more complex enquiries to other staff as appropriate.
- Facilitating the day-to-day operations of the visitors' car park; issuing permits in line with UEA guidelines; providing travel details and parking information to visitors and assisting them on arrival.
- Actioning requests for meeting room bookings on Microsoft Outlook.
- Preparing and/or finalising letters, presentations, papers, reports and minutes including confidential items.
- Maintaining and managing filing systems, ensuring that these are operating efficiently and effectively and making proposals for change/improvement.
- Liaising with colleagues in other departments, including post, portering, security, cleaning services and catering.
- Assisting communications between MED and BCRE Reception.
- Maintaining staff group email lists, and information on staff telephone and room numbers etc.
- Reporting building faults, faulty equipment, photocopiers, etc, and contacting maintenance in the event of breakdowns.
- Maintaining pigeon holes and notice boards ensuring that all information is up to date.
- Ordering stationery and maintaining School consumables.
- Parcel/mail collection and distribution for staff and students.
- Despatching outgoing mail/DHL/Special deliveries by post.
- Logging lost property.
- Managing emergency campus cards and maintaining record-keeping spreadsheets for Reception processes/systems.
- Managing emergency IT accounts and keeping accurate records.
- Producing the School electronic weekly newsletter, the 'MED Bulletin'.
- Ensuring reception handover information is clear for all who may provide temporary cover.
- Proactively seeking or suggesting improvements to processes/systems.
- Undertaking any other duties relevant to the grade of the post as required by the Team and Operations Coordinator or School Manager.

THE PERSON

EDUCATION AND TRAINING

- A good standard of education with a minimum of three passes at GCSE, or equivalent, at Grades A-C including Mathematics and English, or equivalent experience (E)
- Experience of working in a busy front of house environment (E)
- Experience of working as part of a team (E)
- Experience of dealing with customers, by telephone and in person (E)
- Experience of working with Microsoft Office, Word, Excel and Outlook (E)

SKILLS AND KNOWLEDGE

- Good IT skills (Word, Excel, e-mail and databases) (E)
- Working knowledge of Microsoft software packages (E)
- Ability to generate accurate data/information from database record systems (E)
- Good interpersonal skills (E)
- Ability to work sensitively with different people's needs (E)
- Good oral and written communication skills – able to deal with people in person, on the

telephone, in writing (including via email) (E)

- Ability to take and deliver messages accurately and clearly and concisely if forwarding them in written form (E)
- Ability to produce work to a consistently high standard, with attention to detail, within tight deadlines (E)
- Have good organisational and time management skills (E)
- To be able to exercise judgement in making decisions (following established procedures) or referring to others) (E)
- Knowledge/ skilled use of any corporate IT system/database (D)
- Knowledge /skilled use of SITs (D)

PERSONAL ATTRIBUTES

- Ability to use own initiative (E)
- Ability to work in team environment effectively (E)
- Self-motivated to work independently under supervision (E)
- Willingness to be flexible in the nature of the support role by undertaking additional duties and at times working in different office locations (E)

- Willingness to undertake further training and learn new IT and other skills (E)
- Confidence in dealing with a wide variety of people (E)
- To demonstrate initiative, flexibility and innovation (E)
- Ability to multi task and remain calm under pressure (E)
- Well presented with a friendly disposition and excellent interpersonal skills (E)
- Confident and patient telephone manner (E)
- Motivated by the aim of ensuring the best experience for our students (E)

SPECIAL CIRCUMSTANCES

- Normal office hours although at peak times (e.g. immediately before and at the start of term), longer hours may occasionally be necessary (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

The post is available on an indefinite part-time (up to 0.6FTE/21.75 hours per week) basis.

Salary will be £21,565 to £22,214 per annum, pro rata, on Grade 3 on the single salary spine.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals.

This vacancy is not eligible for sponsorship. The successful candidate must hold or obtain permission to work in the UK, which would allow them to take up this post.

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays, pro rata for part-time. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk.

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **Tuesday 2 July 2024**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that interviews will take place on **Tuesday 9 July 2024** and if you have not heard by this date please assume you have not been shortlisted on this occasion.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.



ABOUT FACULTY PROFESSIONAL SERVICES

Faculty Professional Service (FPS) is the collective name for a community of interdisciplinary teams based across the University campus. These teams consist of a range of professional services staff who work as business partners with academic units, students, central University services, and a huge range of external stakeholders. We operate in a multitude of campus environments and in many diverse roles including Laboratory Technicians; Executive Personal Assistants; Events Co-ordinators; and School Business Management Teams. We are a group of creative problem solvers with the business agility and skills to make things happen, and a cultural ethos that promotes positive change and continuous improvement.



ABOUT THE SCHOOL

Norwich Medical School (MED) was established at UEA in 2001 and has over 200 members of academic, research and support staff – and a large number of active NHS secondees and honorary appointees from a wide range of disciplines (including medical specialties, clinical psychology and psychological therapies, biological sciences, health economics, epidemiology and medical statistics). In our relatively short history we have established a reputation for exciting and innovative research led teaching supported by a wide-ranging programme of research and team science.

The School has grown significantly with increases in the number of MB BS students as part of the national requirement to increase junior doctor numbers. The School also delivers a large number of Post Graduate programmes which support the NHS workforce, including ClinPsyD, IAPT, EMHP and CAP hosted within a thriving Department of Clinical Psychology and Psychological Therapies which has more than doubled in size. The School also includes a

highly regarded Doctoral School supported by the Universities Doctoral College.

The School's research focus is on developing translational research themes that answer important health questions, from an understanding of the basic mechanisms and genetics of disease through mental and psychological health to clinical trials and from there to incorporation into clinical guidelines and evaluation within the broader health care community.

We benefit from being a core part of Norwich Research Park (NRP), which has over 3000 scientists who predominately carry out translational health-related research. NRP includes three BBSRC supported institutes - the Quadram Institute the John Innes Centre and the Earlham Institute, as well as the NNUH. The proximity of NRP partners facilitates close working relationships and cross- fertilisation of research ideas. In addition to the NNUH, the medical school enjoys a strategic partnership with other teaching Trusts: the James Paget University Hospital in Great Yarmouth, Norfolk and Suffolk Foundation NHS Trust in Norwich, Ipswich Hospital and the Queen Elizabeth Hospital, Kings Lynn as well as local Clinical Commissioning Groups (CCGs).

Further information on the School can be found at <https://www.uea.ac.uk/about/norwich-medical-school>



OUR VALUES

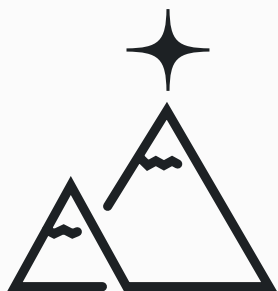
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT



OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the ‘three pillars’ of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and ‘eco’ products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on Twitter [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office), banking facilities and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930's parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 30 (The Times/Sunday Times 2024, Guardian University Guide 2023 and Complete University Guide 2023) and the World Top 50 (Times Higher Education Impact Rankings 2023), where it ranks in the World Top 100 for research citations (Times Higher Education World University Rankings 2023), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

