



Job profile

Curriculum Support Assistant

Grade B/C

Group: Care, Wellbeing and Learning

Service: education Gateshead learning Skills

Location: Dryden PDC

Line Manager: Co-ordinator

Car User Status: N/A

Job Purpose

To provide efficient curriculum and administrative support to the learning Skills team

The key roles of this post will include:

1. To support the curriculum delivery.
2. To assist learning Skills in the development and maintenance of effective and coherent administrative procedures, making recommendation where appropriate.
3. To provide information and advice to members of the public and other departments.
4. To assist with the development of the learning Skills curriculum and assist with problem-solving to ensure the provision of an efficient service.
5. To carry out procedures relating to orders, invoices, student records and processing Youth project and learning Skills programmes.
6. To provide general clerical support within learning Skills
7. Any other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- Administrative Procedures
- Microsoft Office including Word and Excel
- Examination procedures

Experience

- Following administration procedures
- Using effective written and oral communication skills
- Curriculum support in an educational setting
- Customer care
- The ability to be flexible and work as part of a team

Qualifications

- 5 GCSE's grade 4 or grade C or above in Math and English or equivalent

Desirable:

Knowledge

- Adult Learning administration

Experience

- Adult and Young people learning administration
- Applying administrative procedures in a wide range of settings

Qualifications

- Level 2 in IAG
- NVQ 3 in Business Admin



Competencies

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

Flexibility

Adapts to change and works effectively in a variety of situations

Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences