



New College Durham

JOB DESCRIPTION

Job Title:	Administrator – Learning Support
Grade:	Support Grade B
Hours:	37 hours per week (pro rata)
Location:	Framwellgate Moor Campus
Department:	Learning Support Service
Accountable to:	Learning Support Business Manager

Job Purpose

To provide an accurate and flexible administration support service to the Learning Support Service. You will be the first point of contact for students, staff and external customers and therefore be required to provide excellent customer service skills.

Key Result Areas

1. Provide an efficient outward facing reception service for all students, staff and visitors to Learning Support Service including receiving all in-coming calls.
2. Assist in the effective provision of administrative and secretarial support to allocated staff (e.g. word processing correspondence and reports, the taking and typing of minutes, photocopying, maintaining and updating appropriate filing systems, maintenance of adequate stationery and other office duties).
3. Assist in the accurate co-ordination of diary activities (via Microsoft Outlook) and appointments of designated staff.
4. Ensure central mailboxes are checked daily and enquiries are forwarded according to the next stage of the workflow.
5. Ensure effective utilisation of appropriate College resources for scanning of appropriate documentation.
6. Ensure that the College's policies for quality management and control are employed effectively within the areas of responsibility.
7. Provide an advisory service to staff, students and the public to ensure the highest customer services standards are maintained and monitored.

8. Ensure the College's agreed visual identity/corporate image is maintained within the allocated area.
9. Assist in the effective provision of administrative support to designated systems of operation (eg effective administration of awarding body correspondence, attendance at related boards and provision of appropriate documentation, administrative functions in relation to students, establishment of spreadsheets and databases as directed, organise meetings as required).
10. Ensure the effective implementation and utilisation of all computerised and manual systems of work including the input and extraction of data specifically in relation to Business Intelligence Systems (BIS), to ensure quality administrative support within New College Durham.
11. Assist in the co-ordination and organisation of designated College activities and events (e.g. graduation ceremonies, parents' evenings, prize giving and open events). A degree of flexibility is expected to staff the above events.
12. Ensure responsible working practices in relation to the Safeguarding of Vulnerable Groups.
13. Corporate Dress/Uniforms will be appropriate (and supplied) in certain areas of the College. The remainder of areas will be expected to wear smart business dress.
14. Undertake any other duties commensurate with grade.

General Responsibilities

1. To promote the mission, vision and values of New College Durham
2. To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, etc.
3. To engage with line manager in regular appraisals and performance reviews against agreed objectives.
4. To be responsible for actively identifying own development needs
5. Staff must take reasonable care, and be aware of their responsibilities under the Health and Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the College.

Variation in the Role

Given the dynamic nature of the role and structure of New College Durham, it must be accepted that, as the College's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

Equality and Diversity

The College is committed to equality and diversity for all members of society. The college will take action to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the College's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the College with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the College can improve its practice on Equality and Diversity please contact the Equality and Diversity Officer in Human Resources 0191 375 4025. Alternatively if you wish for any support or assistance with regards to Equality and Diversity please again contact the above individual.

Commitment to Safeguarding Vulnerable Groups

New College Durham is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.

Assessed by key:

1. Application form
2. Interview
3. On the job
4. Skills test

In order to progress through the recruitment process you must be able to show how you meet each of the criteria at ALL of the "assessed by" stages stated.

PERSON SPECIFICATION

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Knowledge & Experience	Assessed by	Essential	Desirable*
English and Maths at Level 2 (GCSE / O Level, Grade C/4 or above) or equivalent or willing to work towards**	1	✓	
Level 2 qualification in Business and/or Administration	1	✓	
Working towards level 3 in Business and/or Administration	1		✓
Awareness and commitment to ensuring the safeguarding of children and vulnerable adults	1, 2	✓	
Skills		Essential	Desirable
Previous office experience	1, 2	✓	
Excellent Minute Taking Skills with the ability to co-ordinate electronic documentation within meetings, independently	1, 2	✓	
Excellent communication and customer service skills face-to-face, by telephone and electronically	1, 2	✓	
Accurate and high speed keyboarding skills	4	✓	
Experience of using Microsoft Office packages including PowerPoint, Excel, Word, Access	1, 2, 3	✓	
Effective co-ordination and accurate electronic diary management skills	1, 2	✓	
Experience/ability of working within a team	1, 2	✓	
The ability to manage own workload and respond appropriately to situations	1, 2	✓	
Experience of working in an educational establishment	1, 2		✓
Good interpersonal skills	1, 2	✓	

Readily able to communicate and work with others	1, 2	✓	
Enthusiasm, flexibility and commitment	1, 2	✓	
Commitment to Spelling, Punctuation and Grammar (SPaG), proof-reading and accuracy of all College documents	1, 2, 4	✓	
Commitment to problem solving and improving own performance	1, 2, 4	✓	
Work well under pressure	2, 3	✓	
Organised and systematic	2, 3	✓	
Suitable to work with young people and vulnerable adults	1, 2	✓	

*For the post holder to be successful in the role, all criteria within the person specification are essential, however for the purpose of recruitment some are listed as desirable as we may expect to see this skill, experience or qualification develop or be obtained once in the role.

**This criteria might be considered at the shortlisting stage.

This job description may be reviewed in light of experience, changes and developments during the on-going appraisal and performance review process.

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