

JOIN TEAM NCD

FIND YOUR NEW  **New
College
Durham**

OUR STATEMENT OF PURPOSE

OUR VISION

New College Durham will be recognised as a leading provider of Further and Higher Education in the North East region, nationally and internationally.

OUR CONTRIBUTION

New College Durham will contribute to social, economic and environmental well-being, changing lives for the better by enabling people of all abilities to fulfil their potential in work and in the community through high quality professional, technical and general education.

OUR VALUES

Our organisation is built on a core set of values which define how we approach life. They tell us to be focused on our vision and contribution while encouraging creativity, respecting our people, and enabling them to ASPIRE and realise their potential. Our values are our DNA, what we stand for and operate as a system, reflecting and shaping our behaviours and organisational culture.

As an employer and learning organisation, we will conduct our business by following the values of 'ASPIRE':

Accountability: We accept responsibility for our actions, decisions and policies and their impact on staff, stakeholders and the environment.

Safeguarding: We maintain a safe and inclusive environment in which students can learn, achieve and progress.

Partnerships: We work in partnership with those who share our vision and values.

Inclusion: We foster an environment that ensures equality of opportunity enabling all to reach their full potential.

Respect: We treat everyone with respect, fostering trust, openness and honesty.

Excellence: We achieve and maintain high standards in everything that we do.

JOB DESCRIPTION

Job Title	Administration Officer
Grade	Support Grade B (C*)
Hours	37 hours per week (pro-rata)
Location	Framwellgate Moor Campus
Department	Administration
Accountable to	Administration Co-ordinator / Administration Manager

JOB PURPOSE

To provide an accurate and flexible administrative support and secretarial service in order to support allocated systems for English and maths and other designated areas. To ensure confidentiality, timely and effective delivery of allocated activities working under the supervision of the Administration Co-ordinator. To assist in the provision of a comprehensive customer service to ensure the timely and effective delivery of key performance targets of New College Durham

KEY RESULT AREAS

1. Assist in the effective provision of administration and secretarial support to allocated staff (eg word processing, spreadsheets, databases, correspondence and reports, photocopying, maintaining and updating filing systems, maintenance of adequate stationery and other office duties).
2. Co-ordinate the calendar of English and maths curriculum delivery and associated cross-college timetables.
3. Ensure that the College's policies for quality management and control are employed effectively within the areas relating to English and maths.
4. Provide an advisory service to staff, students and public to ensure the highest customer services standards are maintained and monitored.
5. Ensure the effective implementation and utilisation of all systems of work (computerised and manual) within New College Durham including the tracking of English and maths students and the maintenance of records
6. Liaise with cross college managers and leaders to support the effective communication of English and maths information.
7. Ensure the College's agreed visual identity/corporate image is maintained within the allocated area.
8. Co-ordination of all paperwork for assessment boards and ensure the process is fully completed. Attend the meetings as the Secretary to the Board. Ensure the accuracy of the data for the boards, deadlines are achieved and provide guidance to other staff members.
9. Provide an advisory role to Administrators who will be assisting with the process following the boards and supervise the workload to ensure relevant policies and procedures are followed and deadlines are met.

10. Co-ordinate paperwork for validation activity, attend the events to take all notes and document conditions and recommendations while ensuring the guidelines for administering the events is followed.
11. Ensure the effective implementation and utilisation of all systems of work (computerised and manual) including the input and extraction of data specifically in relation to BIS, e.g. enrolment, diagnostic test outcomes, student achievements, to ensure a quality clerical/secretarial support within New College Durham.
12. Assist in the co-ordination and organisation of designated College activities and events (e.g. graduation ceremonies, prize giving's and open events).
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. Any other duties commensurate with the grade and status of the post.

GENERAL RESPONSIBILITIES

15. To promote the mission, vision and values of New College Durham
16. To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, etc.
17. To engage with line manager in regular appraisals and performance reviews against agreed objectives.
18. To be responsible for actively identifying own development needs
19. 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

Job Title: Administration Officer

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	✓	
NVQ level 2 or equivalent e.g. NVQ 2 in Business Administration or equivalent or 5 GCSE / O Levels (including Maths and English) at grade C or above	1	✓	
Awareness and commitment to ensuring the safeguarding of children and vulnerable adults	1, 2	✓	

PERSON SPECIFICATION

Skills	Assessed by	Essential	Desirable*
Recent 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	✓	
Experience of mentoring new staff members	1, 2		✓
Experience of following relevant policies and procedures while using own initiative	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	✓	

* Progression to Grade C is dependent on diary management skills and in-depth minute taking experience

**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.

Issue Date: November 2022