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.

Issue Date: June 2026

JOB DESCRIPTION

Job Title	**Learning Support Assistant**
Grade	Support Grade D
Hours	37 hours per week (pro-rata)
Location	Framwellgate Moor Campus
Department	Student Support and Engagement
Accountable to	Support Co-Ordinator

JOB PURPOSE

To provide additional learning support for learners in a range of settings.

KEY RESULT AREAS

1. Provide 1:1 care/personal support to learners both in and out of class, including some break times and at the start and end of the day
2. Participate in appropriate College information events and activities, including IAG evenings
3. Provide support for individuals or groups of learners in class and workshop situations, under the direct supervision of the teacher/lecturer.
4. Support the integration of innovative digital approaches to improve curriuculum or corporate functions, ensuring services are enhanced and are efficient.
5. Contribute to the development and adaptation of resources and course materials for learners with particular support needs.
6. Work closely with lecturers, to ensure that the support needs of learners are met.
7. Contribute to the maintenance of student records for attendance, behaviour and reviews of student progress
8. Attend curriculum meetings and student reviews, as required.
9. Ensure responsible working practices in relation to the Safeguarding of Vulnerable Groups.
10. Provide personal care to students when required including toileting and menstrual hygiene.
11. Any other duties commensurate with the grade and status of the post.

GENERAL RESPONSIBILITIES

1. To promote the ASPIRE 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.

6. Ensure, where practical, the effective application of digital skills and the ethical use of digital and AI-supported technologies relevant to the role.

7. Maintain awareness of emerging digital and AI developments and apply these appropriately to enhance professional practice relevant to role

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. This may include the adoption of new working practices, digital systems, and technology-enhanced or AI-supported approaches. 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.

BELONGING AND INCLUSION

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 Belonging and Inclusion. This will require staff to support the College's initiatives on Belonging and Inclusion 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 Belonging and Inclusion please contact a member of the HR team on 0191 375 4024. Alternatively if you wish for any support or assistance with regards to Belonging an Inclusion 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 th is 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: Learning Support Assistant

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	✓	
Learning Support/Teaching Assistant Qualification or Skills for Life/Basic Skills Qualification (Support/Teaching) at Level 2 or prepared to work towards either qualification.	1, 2	✓	
Accredited learning in any of the following: Deaf Awareness/Sign Language, Learning Difficulties/Disabilities, First Aid, IT, Assessing and/or Supporting Specific Learning Difficulties/dyslexia.	1		✓
Commitment to ensuring the safeguarding of children and vulnerable adults	1	✓	
Recent experience of working within Learning Support in an FE/HE College or School	1 / 2	✓	
Recent experience of working with young people or adults who have learning difficulties and/or disabilities, in a care or educational setting	1 / 2	✓	
An understanding of the importance of confidentiality and a commitment to upholding confidentiality	1, 2	✓	

ASSESSED BY KEY

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PERSON SPECIFICATION

Job Title: Learning Support Assistant

Skills	Assessed by	Essential	Desirable*
A proven track record of being able to prioritise and organise own work	2	✓	
Ability to deal professionally with staff and students in person, by phone or by correspondence	2	✓	
Recent experience in effectively organising and scheduling tasks to meet deadlines	1 / 2	✓	
Demonstrate the ability to work effectively with others.	2 / 3	✓	
A commitment to resolving problems and to improving own performance	2 / 3	✓	
Possess drive, enthusiasm and a commitment to provide an excellent service to both internal and external customers	2	✓	
Demonstrate the ability to work with accuracy and attention to detail in a constantly changing environment	2 / 3	✓	
Confidence in using digital tools to support in the role	1 / 2 / 4	✓	
Suitable to work with young people and vulnerable groups	1 / 3	✓	
Ability to remain patient, personable and sensitive, with a calm approach to handling problems or difficult situations	2, 3	✓	

*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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