

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	Administrator
Grade	Support Grade B
Hours	37 hours per week (pro-rata)
Location	Framwellgate Moor Campus
Department	Curriculum & Corporate Administration
Accountable to	Administration Co-ordinator

JOB PURPOSE

To provide an accurate and flexible administration support service to designated areas in order to support allocated systems of operation within New College Durham working under the supervision of the Administration Co-ordinator or Administration Manager to ensure accuracy, flexibility, confidentiality and a comprehensive administrative support service.

KEY RESULT AREAS

1. 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).
2. Monitor and support the student absence reporting process.
3. Assist in the accurate co-ordination of diary activities (via Microsoft Outlook) and appointments of designated staff.
4. Ensure effective utilisation of appropriate College resources for scanning of appropriate documentation.
5. Ensure that the College's policies for quality management and control are employed effectively within the areas of responsibility.
6. Provide an advisory service to staff, students and the public to ensure the highest customer services standards are maintained and monitored.
7. Ensure the College's agreed visual identity/corporate image is maintained within the allocated area.
8. Assist in the effective provision of administrative support to designated systems of operation (e.g. effective administration of awarding body correspondence, provision of appropriate documentation, administrative functions in relation to students, establishment of spreadsheets and databases as directed, organise meetings as required).

9. 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.
10. 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.
11. Provide an efficient and effective Reception service in accordance with the College's Customer Service standards. Promoting a high level of customer service.
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. Support the integration of innovative digital approaches to improve curriculum or corporate functions, ensuring services are enhanced and are efficient.
15. 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. Ensure, where practical, the effective application of digital skills and the ethical use of digital and AI-supported technologies relevant to the role.
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 and 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 this commitment.

Telephone: +44(0) 191 375 4000
Email: help@newdur.ac.uk
www.newcollegedurham.ac.uk



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: Administrator

Knowledge & Experience	Assessed by	Essential	Desirable*
GCSE Grade C or above (or equivalent) in maths and English or willing to work towards	1	✓	
Level 2 qualification in Business and/or Administration or equivalent experience	1	✓	
Awareness and commitment to ensuring the safeguarding of children and vulnerable adults	1	✓	

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PERSON SPECIFICATION

Job Title: Administrator

Skills	Assessed by	Essential	Desirable*
Previous office experience	1, 2	✓	
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	✓	
Confidence in using digital tools to support in the role	1 / 2 / 4	✓	
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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