

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	Apprenticeship Support Officer
Grade	Support Grade D
Hours	37 hours per week (pro-rata)
Location	Framwellgate Moor Campus
Department	Apprenticeships
Accountable to	Director of Apprenticeships and Partnerships

JOB PURPOSE

To provide high quality administrative support to the Apprenticeship Department, ensuring efficient operations and adherence to service standards. This role involves coordinating external contracts, maintaining accurate records, monitoring compliance requirements, facilitating communication, and supporting key projects. Additionally, the role includes supporting recruitment efforts, organising events, liaising with external stakeholders, and staying informed on relevant government policies to ensure the department's objectives are met efficiently and effectively.

KEY RESULT AREAS

1. Provide effective support to the Apprenticeship department and contribute to effectively achieving the aims and objectives of the department. Provide timely and effective administrative support to various roles within the team, assisting with day-to-day operations and undertaking ad-hoc tasks as required to ensure smooth workflow and departmental efficiency.
2. Co-ordinate all Apprenticeship external contracts, leading as the main point of contact for all contracts. Liaising with external organisations to administrate the process and ensure both parties' compliance of Service Level Agreements. Coordinating contract meetings (minute taking and distribution), ensuring the timely and effective preparation and distribution of reports and documentation, as directed i.e. attendance, retention and achievement data, quality reviews etc.
3. Work directly with the Finance Department to ensure external contractors are invoiced within an accurate and timely manner, in line with the agreed Service Level Agreement.
4. Be responsible for the creation and updating of apprentice student files in an accurate and timely manner. Undertake interim compliance checks on student file content, to an auditable standard, providing feedback to curriculum staff and management.
5. Co-ordination of meetings, ensuring co-ordination with key curriculum contacts and adapt to changes in a timely manner. Providing preparation papers in advance of meetings and liaison with external and internal staff. Preparation and distribution of meeting agendas and timely minutes.
6. Monitor the designated online platform to ensure apprentice 'off the job' records are accurate, complete and compliant.
7. Be a Recruitment Champion for the Apprenticeship Department, by attending and participating in internal and

external events, parent's evenings, assembly talks and ensuring materials and activities are relevant and interesting to promote current offer.

8. Organise regular and annual events including the College's National Apprenticeship Week event, Celebration of Learning and Charity Presentations or on request as directed by line manager.
9. Develop and maintain strong relationships with local charity groups that provide grants and awards to NCD apprentices. Ensure the application and award processes run smoothly and the college is represented effectively.
10. Lead on internal projects within the department with the support of your Team Leader. This is inclusive of being the main key contact with external stakeholders, ensuring smooth transition and implementation into the department with minimal impact, delivering training as required and being the project champion for help and support.
11. Assist in the implementation and utilisation of new documentation and tracking systems, including the creation and updating of apprenticeship paperwork, fact sheets, case studies and the college website.
12. Support the effective implementation and utilisation of all systems of work (computerised and manual), including the CRM system and Personal Development platform. Acquire and maintain a comprehensive understanding of Pro-Solution and SharePoint.
13. Maintain up to date knowledge of Government Agenda regarding Apprenticeships and keep abreast of impending changes that will impact upon delivery, funding methodology and potential impact for employers and learners.
14. Recognise areas for improvement and contribute to the sharing of good practice and support continuous improvement throughout the team.
15. Demonstrate consistently the positive attitudes, values and behaviours of the organisation.
16. Support the integration of innovative digital approaches to improve curriculum or corporate functions, ensuring services are enhanced and are efficient.
17. 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: Apprenticeship Support 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	✓	
Level 3 Business Administration or an equivalent business related discipline	1	✓	
Information Technology training/qualification or significant relevant experience	1	✓	
Previous office experience within a busy environment, to include keyboard skills, telephone queries, administrative procedures and IT systems	1 / 2	✓	
Significant experience in accurately collating and interpreting data, and presenting insights in a format appropriate to the intended audience.	1	✓	
Significant experience of using a range of digital systems and business applications.	1	✓	
Recent experience of working within the Apprenticeship sector	1 / 2		✓
Knowledge of apprenticeship standards, apprenticeship funding, and the associated funding rules, compliance requirements, and government guidance.	1 / 2		✓
Commitment to ensuring the safeguarding of children and vulnerable adults	1	✓	

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PERSON SPECIFICATION

Job Title: Apprenticeship Support Officer

Skills	Assessed by	Essential	Desirable*
Must hold current driving licence and have of car for work purposes	1 / 2	✓	
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	✓	

*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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