



New College Durham

JOB DESCRIPTION

Job Title:	UCAS Support Officer
Grade:	Support Grade C
Hours:	37 hours per week (pro rata)
Location:	Framwellgate Moor Campus
Department:	Curriculum and Quality
Accountable to:	Executive Support Manager

Job Purpose

To control and develop the Electronic UCAS System, ensuring the timely and effective delivery of key performance targets of New College Durham whilst maintaining security and confidentiality of all student records. To provide a high quality administration service for Curriculum and Quality ensuring accuracy, flexibility, confidentiality and a comprehensive administrative support service.

Key Result Areas

1. Advise staff and students using the outgoing electronic UCAS system.
2. Ensure the accurate and timely processing of outgoing electronic UCAS applications in accordance with the College's procedures.
3. Serve as the UCAS correspondent for the College and ensure that appropriate policies and procedures are maintained in order that the College conforms to UCAS requirements.
4. Produce reports as and when directed by ASC and Heads of School when required in terms of data maintained within area of control.
5. Monitor application forms for outgoing electronic UCAS application and provide regular reports to all staff involved.
6. Assist in the effective provision of administrative support to allocated staff (eg word processing correspondence and reports, taking and typing of minutes, photocopying, maintaining and updating filing systems and other office duties).

7. Ensure that the College's policies for quality management and control are employed effectively within the areas of responsibility.
8. Responsibility for the scanning and utilisation of eRMS system.
9. Provide an advisory service to staff, students and the public to ensure the highest customer services standards are maintained and monitored.
10. Assist in the co-ordination of diary activities and appointments of designated staff using appropriate electronic system.
11. Ensure the College's agreed visual identity/corporate image is maintained within the allocated area.
12. Assist in the effective provision of administrative support to designated systems of operation (eg effective support to College and University Assessment Boards, correspondence to awarding bodies, administrative functions in relation to students, establishment of spreadsheets and databases as directed and organise meetings etc).
13. Assist in the co-ordination and organisation of designated College activities including graduation ceremonies, prize givings and open events.
14. Ensure the effective implementation and utilisation of all computerised and manual systems of work including input and extraction of data specifically in relation to College Information Service, to ensure a quality secretarial/administrative support within New College Durham
15. Provide an efficient and effective Reception service in accordance with the College's Customer Service standards
16. Ensure responsible working practices in relation to the Safeguarding of Vulnerable Groups
17. Undertake any other duties commensurate with the 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.

PERSON SPECIFICATION

Job Title: UCAS Support Officer

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.

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 Administration	1	✓	
NVQ level 3 or equivalent e.g. NVQ 3 in Business Administration or willing to work towards	1		✓
ECDL or RSA Level 3 in IT	1		✓
Recent and relevant office experience, to include keyboard skills, telephone queries and filing	1, 2	✓	
Recent and relevant experience of working within administration	1, 2	✓	
Experience of working in an office environment in an educational establishment	1, 2		✓
Shorthand or note taking experience	1	✓	
Recent and relevant Electronic On-line UCAS Application System experience	2, 4	✓	
Awareness and commitment to ensuring the safeguarding of children and vulnerable adults	1, 2	✓	
Skills		Essential	Desirable
Ability to deal professionally with staff and students in person, by phone, or by correspondence	2, 3	✓	
Accurate and high speed keyboarding skills including experience of Power Point, Excel, Word and Access	2, 4	✓	
Ability to demonstrate competent IT skills in use of databases and electronic data transfer	2, 3	✓	

Experience/ability of working within a team in a workplace environment	2	✓	
The ability to manage own workload and respond appropriately to situations	2, 3	✓	
Readily able to communicate and work with others	2, 3	✓	
Ability to demonstrate a proved track record of undertaking administration tasks to a high level of accuracy	2	✓	
Commitment to problem solving and improving own performance	2	✓	
A proven track record of being able to prioritise and organise own work	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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