



JOB DESCRIPTION

Job Title:	Apprentice Administrator
Grade:	Modern Apprentice
Hours:	37 hours per week (pro rata)
Location:	Framwellgate Moor Campus
Department:	Curriculum
Accountable to:	Executive Support Manager and Administration Co-ordinator

Job Purpose

To provide an accurate and flexible administrative support and secretarial service in order to support allocated systems of operation and to ensure confidentiality, timely and effective delivery of designated activities.

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 filing systems, maintenance of adequate stationery and other office duties).
2. Ensure effective utilisation of appropriate College resources for scanning of appropriate documentation.
3. Ensure that the College's policies and external standards for quality management and control are employed effectively within the areas of responsibility.
4. Provide an advisory service to staff, students and the public to ensure the highest customer services standards are maintained and monitored.
5. Ensure the College's agreed visual identify / corporate image is maintained within the allocated area.
6. Assist in the effective provision of administrative support to designated systems of operations, (e.g. supporting assessment boards).

7. Ensure the effective implementation and utilisation of all systems of work (computerised and manual) within New College Durham.
8. Undertake any other duties commensurate with grade.
9. Provide an efficient and effective Reception service in accordance with the College's Customer Service standards. Promoting a high level of customer service.
10. Participate and support other College events e.g. information, advice and guidance, graduation and prospective parents evenings. To also support and cover other areas of the College as and when required.
11. Ensure responsible working practices in relation to the Safeguarding of Vulnerable Groups.

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.



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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.



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PERSON SPECIFICATION

Job Title: Apprenticeship Administrator



New College Durham

Knowledge & Experience	Essential	Desirable
<ul style="list-style-type: none"> • Commitment to ensuring the safeguarding of children and vulnerable adults. 	✓	
Skills	Essential	Desirable
<ul style="list-style-type: none"> • Previous office experience • Good communication and telephone skills • Accurate and high speed keyboarding skills • Experience/ability of working within a team • The ability to manage own workload, use initiative and respond appropriately to both young and adult learners • Readily able to communicate and work with others • Enthusiasm, flexibility and commitment to accuracy • Commitment to problem solving and improving own performance • Suitable to work with young people and vulnerable adults 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓

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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