

# Administrative Assistant Register 2018-19

Guide for Applicants



## Foreword

Dear Candidate,

Thank you for your interest in working with Northern Regional College.

This is an unprecedented time of development and change in the history of the College, presenting exceptional opportunities to contribute to its future success. We recognise that our employees are crucial to our success as the College is committed to improving the quality of our curriculum, learning environment, and business processes.

This Guide for Applicants contains the information required to help you complete your application. Please read all of the contents thoroughly so that you are fully aware of the requirements of the Post, and the College policies and protocols relation to Recruitment and Selection, Equality, Vetting, and Appointment.

Further information about the College can be found on our website: [www.nrc.ac.uk](http://www.nrc.ac.uk)

Yours sincerely,

A handwritten signature in black ink that reads "Terri Scott". The signature is written in a cursive style with a large initial 'T' and 'S'.

Terri Scott

Principal and Chief Executive

## Contents

Prior to completing the application form we recommend that applicants familiarise themselves with the contents of this information pack. The pack includes:

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- Section 2 Vision, Mission and Values
  
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## **1. Northern Regional College Profile**

Northern Regional College was established in 2007 following the merger of the Causeway, East Antrim and North East Institutes of Further and Higher Education. We are the main provider of Further Education across four of new council areas, serving 25% of Northern Ireland's population. The College employs over 800 staff and had more than 20,000 enrolments during 2017-18 in over 1800 further education and higher education programmes and training contracts. The full-time provision is delivered at our main campuses in Ballymena, Ballymoney, Coleraine, Magherafelt and Newtownabbey with part-time and community based provision offered at more than 30 other locations.

Further information on the College may be found at: [www.nrc.ac.uk](http://www.nrc.ac.uk)

## 2. Vision, Mission, and Values

Our agreed Vision, Mission and Values are set out below:

### Vision

*“NRC will be an outstanding provider of training and further and higher education, focused on the needs of the modern economy.”*

### Mission

*“NRC will provide learners with a life-changing, supportive and innovative experience, which will equip them with the skills to compete successfully in the global employment market and meet the needs of local industry and employers.”*

### Values

<b>Student Focused</b>	Putting the student first in all we do.
<b>Innovation</b>	Challenging ourselves to be innovative and drive continuous improvement.
<b>Collaboration</b>	Engaging proactively with internal and external partners to achieve joint goals.
<b>Inclusiveness</b>	Promoting equality, diversity, transparency and opportunity.
<b>Sustainability</b>	Focusing on the long-term future of our College.
<b>Development</b>	Committing to ongoing development of our staff.

### **3. Job Description and Selection Criteria.**

Applicants must meet the eligibility criteria and essential criteria when submitting an application but are only required to demonstrate how they meet the eligibility criteria on the application form. This is an application to the Administration Assistant Register for 2018/19. Should there be an identified need for a temporary Administration Assistant, a selection exercise will be undertaken and if you are successful in being shortlisted you will be called for interview.

#### **3.1 Administrative / Clerical Assistant Band 3**

##### **Eligibility Criteria:**

- A level 3 or equivalent qualification in a relevant discipline and at least 1 years' relevant employment experience in the last 5 years; **OR**, 3 years' relevant employment experience within the past 5 years.
- GCSE English Language and Maths at grade C or above, or equivalent qualification.

##### **Essential Criteria:**

- Proven ability to build and maintain effective relationships with a range of internal and external stakeholders.
- Proven ability to input and process data on IT systems
- Proven ability to extract relevant information from a computer system to assist management with the compilation of various reports.
- Proven track record of working as part of a team.
- Proven ability of organisational ability to meet strict deadlines and to achieve agreed department targets.
- Proven ability to collate information and present in appropriate format.

**Job Description**                      **Administrative/Clerical Assistant Band 3**

**Purpose:**                                      To assist in the provision of a general administrative service to the Campus to ensure the efficient completion of College administration

**Reporting to:**                              Head of Department

**Salary:**                                        Band 3 - £8.94 per hour

**Key Areas:**

- To provide advice and assistance to students, parents, employers, employees and the general public as deemed appropriate.
- To acquire up-to-date knowledge and keep documentation on College procedures, as appropriate for the department.
- To implement College policies.

**Organisation and Administration**

- Operate the College's policies and procedures in relation to staff and or students relevant to the department.
- Production of reports and statistical data as required by management and external bodies.
- Providing a secretarial service to internal meetings as required.
- Provision of information and advice in relation to straight forward issues from customers/students/staff.
- Assist in establishing the needs of the service in the particular work area.
- Accept and re-route telephone calls. Process incoming and outgoing mail.
- Assist with the preparation of any returns where appropriate.
- Participate in and advise on marketing and promotional activities.

## Departmental Specific Duties

Administrative / Clerical Assistants work across a wide range of support services within the College including Student Services, Human Resources, Training Department and MIS (Management Information Systems). Departmental specific duties will apply to Administrative / Clerical Assistants working within the following departments:

Human Resources	<ul style="list-style-type: none"><li>• Assist with the Fair Employment monitoring information.</li><li>• Assist with the recruitment and vetting of staff and students as required.</li><li>• Record sickness absence on the HR system, run sickness absence reports and monitor short term absence triggers.</li><li>• Assist with updating staff records on the HR system.</li><li>• Assist with routine support to line managers.</li><li>• Seek to assist staff with individual queries, referring them to the appropriate HR team member</li><li>• Provide a confidential HR service at all times</li></ul>
Training Department	<ul style="list-style-type: none"><li>• To assist in maintaining detailed records of trainees and students.</li><li>• To liaise with internal and external stakeholders to ensure the efficient transmission of all proforma between organisations to meet required deadlines.</li><li>• Preparation and running of weekly trainee / student wages and monthly claims.</li><li>• To assist in the preparation of financial claims for training programmes.</li><li>• To assist with internal and external audits as required.</li></ul>
MIS	<ul style="list-style-type: none"><li>• To input data onto college systems accurately and timely.</li><li>• To assist in the maintenance of accurate information on the college systems.</li><li>• To assist with the preparation of various DfE returns.</li><li>• To provide reports and information to authorised staff on request.</li><li>• To assist with internal and external audits as required.</li></ul>



### **3.2 Band 4 Administrator**

#### **Eligibility Criteria:**

- A level 4 or equivalent qualification in a relevant discipline and at least 2 years' relevant employment experience in the last 5 years; **OR**, 4 years' relevant employment experience within the past 5 years.
- GCSE English Language and Maths at grade C or above, or equivalent qualification.
- A high level of competence in the use of IT packages, in particular the Microsoft Office Suite.

#### **Desirable Criterion:**

In accordance with the College selection procedures the following eligibility criterion may be used should this vacancy attract a large number of applicants

- A Level 3 Word processing qualification (or equivalent)

#### **Essential Criteria:**

- The ability to communicate confidently, clearly and concisely, both orally and in writing, with a wide variety of internal and external stakeholders;
- The ability to effectively plan, prioritise and manage own workload and that of the team.
- A high level of competence in the use of IT packages, in particular the MS Office Suite;
- The ability to analyse a range of information, consult effectively with others and draw sound conclusions based on the information available;
- The ability to work as part of a team and also to work on own initiative, taking personal responsibility for work;
- The ability to form and maintain effective relationships with key contacts internally and externally, displaying sensitivity, tact and diplomacy.

**Job Description**                      **Administrator Band 4**

**Purpose:**                                      To assist in the provision of a general administrative service to the Campus to ensure the efficient completion of College administration

**Reporting to:**                              Head of Department

**Salary:**                                        Band 4 - £9.63

**Specific duties**

- To act as line manager for a team of support staff
  
- To assist in the monitoring and review of the service across the College to ensure an equitable and effective service
  
- To be an integral part of the team on a designated site and ensure work is carried out as effectively and efficiently as possible
  
- To assist with the effective communication within the college e.g. switchboard operation, dissemination and circulation of information, contact with external bodies.
  
- To assist with marketing events as a campus point of contact.eg open days.
  
- To ensure that a consistent level of customer service is available and accessible and contribute to overall consistency across the college.
  
- To contribute to, and ensure, an ethos of high quality and corporate image
  
- To undertake staff training as required.
  
- To undertake duties, as appropriate, related to the administration of the campus on which the post is located
  
- To maintain accurate financial records where appropriate to the role
  
- To assist in the administration of an effective, efficient and confidential management system for records and archiving of information.

For both Administration roles, the above lists of duties are neither comprehensive nor exhaustive but outline the general requirements of the post, once allocated to a role departmental specific duties will apply. Other duties may arise of a more general nature which are consistent with the job title and salary attached to this post. Duties may change as the College develops, therefore the person appointed will be expected to be flexible in relation to duties performed, subject to consultation.

Location may be changed subject to the requirements of the College.

**All staff have an obligation to comply with the statutory duties relating to Section 75 of the Northern Ireland Act 1998 and will be required to contribute to the implementation of the College's Equality Scheme drawn up in accordance with this legislation.**

## 4. Recruitment and Selection Process

Please email completed application forms to [jobs@nrc.ac.uk](mailto:jobs@nrc.ac.uk)

**Applications to this register will not close until Mid-March 2019, however it is anticipated that an initial round of shortlisting and interviews will take place April – June 2018.** Please note that the onus is on the applicant to ensure that their completed application form is received by HR. Applicants to the 2017-18 register do not need to reapply as applications will be held on file for 2018-19.

Applicants with a disability who require assistance will be facilitated upon request. Applicants who wish to receive an information pack in accessible formats are requested to advise Human Resources, Ballymena of their requirements as promptly as possible allowing for the fact that the closing date for receipt remains the same for all applicants as noted above.

### Equal Opportunities Monitoring

The Northern Regional College monitors applications for employment in terms of community background, sex, marital status, political opinion, racial group, disability, sexual orientation and family status. This information is regarded as part of your application and failure to complete fully and return this part of your application may result in disqualification. The use and confidentiality of community background information is protected by the Fair Employment and Treatment (Northern Ireland) order 1998. It will be used only for monitoring, investigations or proceedings under the requirements of the above legislation.

### Application Form

Applicants must clearly and fully demonstrate on their application form how they meet the eligibility criteria. The Northern Regional College may decide to interview only those applicants who appear, from the information they have provided on their application form, to be most suitable in terms of relevant qualifications, experience and ability. It is essential therefore, that applicants fully describe on the application form how they meet each of the eligibility criteria for the role.

### Applicants

Applicants to the register will only be contacted when they are shortlisted for interview. Please note information regarding availability given in the application pack will also be used for shortlisting purposes therefore should your availability change during the academic year it is your responsibility to keep us informed.

## Shortlist

The first stage in the selection process will be to conduct a shortlist of completed application forms against the eligibility criteria. This may occur at any stage between the closing date and the register being advertised for the next academic year. Applicants who have not fully demonstrated on their application form how they meet each of the criteria will not be progressed to the next stage of the process. Only candidates who are deemed to meet the specification will be invited to the next stage.

## Interview

Following the shortlisting exercise, it is intended that the selection process will involve a competency based interview against the essential criteria for the role. (As part of the selection process applicants may also be required to deliver a presentation or undertake a test; this will be against the essential criteria for the post). It is intended that the interviews will take place during 2018-19.

Interviews will not be rescheduled to accommodate applicants who are unable to attend on the agreed date due to reasons such as holidays, as selection processes are normally completed on the day of interview.

If an applicant fails to present himself or herself for interview, it will be deemed that they have withdrawn from the selection process.

Applicants will be asked at interview to sign application forms which have been submitted via email.

## Interview Guidance

A competency based interview requires you to focus on the competences required for effective performance in the role and at interview you will be asked to provide specific examples of your experience in relation to the required competence areas. You may draw examples from any area of work/life experiences. In preparation for the interview you may wish to use the STAR approach to think about examples for each of the competencies, such as;

- **Situation** – set the scene, what was the situation;
- **Task** – what was the task, what were you trying to achieve;
- **Action** - what did you actually do, what was your unique contribution
- **Result** – what was the outcome, what did you learn.

## Notification of Successful Applicants

It should be noted that selection panels **recommend** applicants for appointment. Applicants are advised that a recommendation for appointment is not an offer of employment and it must not be treated as such. An applicant is deemed to have been offered the post **only** on receipt of a formal written offer of employment from Human Resources Department, Northern Regional College. All other applicants deemed suitable will be placed on a ranking list and will be contacted should other positions become available in this area.

## Appointment Verification

A formal written offer of employment from the College, confirming a start date, will only be issued once the following have been received:

- The successful applicant's formal acceptance of the selection panel recommendation for appointment
- A satisfactory outcome to all elements of the College's vetting process, including Access NI Enhanced Disclosure Certificate.

Please note that successful applicants are required to pay the administration fee for the completion of the Access NI Enhanced Disclosure Certificate (which is currently £33). The College vetting policy may be found on our website at [www.nrc.ac.uk](http://www.nrc.ac.uk).

Further information on Enhanced Disclosure Certificates may be found at: <http://www.nidirect.gov.uk>

## Keeping of Records

All applicant records are kept in accordance with the Data Protection Act. Records are kept to fulfil our statutory obligation to submit an annual monitoring review under fair employment legislation.

Equality monitoring forms are separated from the application form, and retained on file for one year. The equality monitoring form does not hold information that could reveal identity. All other documents relating to applicants who were not appointed are destroyed securely.

Should you be appointed to this post, your applicant records (with the exception of the equality monitoring form) will be transferred to your Employee Personnel file.

## **Equality and Diversity**

The College is designated as a public authority for the purposes of the Northern Ireland Act. This Act makes it incumbent upon us as an organisation to comply with the Act and in particular with section 75 of the Act.

Section 75(1) of the Northern Ireland Act (1998) states that it is now the statutory duty of public authorities to have:

‘due regard to the need to promote equality of opportunity between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation, between men and women generally, and between persons with dependants and persons without.’

As part of our commitment to section 75 the Northern Regional College promotes equality of opportunity in all of its activities. All staff are required to comply with the principles of the Equality Scheme and provide a supportive, fair, inclusive and welcoming environment free from any form of discrimination or harassment.

As part of our duty under section 75, all staff will receive awareness training on section 75 and follow-up training. As part of its implementation of this statutory duty, the College deems it mandatory for all College staff to participate in the awareness training and in subsequent training sessions.

### **Further Information**

Should you have any further queries about this selection process, please contact the HR office on 028 2566 4231.