

*Support Staff Register*  
*2017/18*

*Guide for Applicants*



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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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## 1. About the Northern Regional College

Northern Regional College is one of six Further Education Colleges in Northern Ireland. The College is made up of five campuses, Ballymoney, Coleraine, Magherafelt, Newtownabbey and two buildings in Ballymena (Farm Lodge and Trostan Avenue). The College is staffed by approximately 900 teaching and support staff.

The College mission is to 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.

The College vision is to be an outstanding provider of training and further and higher education by 2020, focused on the needs of the modern economy. We aim to achieve this by all staff working to the College values:

- **Focus on the student:** *Putting the student first in everything we do*
- **Innovation:** *Challenging ourselves to drive continuous improvement utilising leading edge technology and facilities*
- **Responsiveness:** *Anticipating and responding to current and future customer needs*
- **Sustainability:** *Securing the long-term future of our College*
- **Inclusiveness:** *Promoting equality, diversity and opportunities*
- **Team working:** *Working together to achieve our goals and priorities*

Further information regarding the Northern Regional College may be obtained on our website at: [www.nrc.ac.uk](http://www.nrc.ac.uk).

## *2. Role 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 Support Staff Register for 2017-18. Should there be an identified need for a temporary member of Support Staff within the area you have applied for, a selection exercise will be undertaken and if you are successful in being shortlisted you will be called for interview.

### **2.1 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.

#### **Competencies:**

- 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.

#### **Terms of Appointment**

- The hourly rate for this temporary position will be Band 3 - £8.78 - £9.35
- Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post. The College reserves the right to change the designated base to meet with operational needs in the future.

**Role 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

**Key Contacts**

**Internal:**                        Department Manager

**Specific duties**

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.

The above list of duties is neither comprehensive nor exhaustive but outlines the general requirements of the post. Other duties may arise of a more general nature which is consistent with the job title and the 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.

**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.**

## **2.2 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)

### **Competencies:**

- 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 diplomatic

### **Terms of Appointment**

- The hourly rate for this temporary position will be Band 4 - £9.53 - £11.95.
- Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post. The College reserves the right to change the designated base to meet with operational needs in the future.

**Role 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

**Key Contacts**

**Internal:** Department Manager

**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.

The above list of duties is neither comprehensive nor exhaustive but outlines the general requirements of the post. 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.

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## **2.3 Caretaker**

### **Eligibility Criteria:**

- Applicants must have been employed in a post that involved Caretaking duties within the last 3 years to include; Securing Premises & contents, maintaining grounds, cleaning designated areas.
- GCSE Maths grade C or above or equivalent or satisfactory performance in College in-house numeracy test.
- GCSE English grade C or above or equivalent or satisfactory performance in College in-house literacy test.
- Applicants must possess a Basic Health & Safety at Work Certificate qualification (Level 1) or equivalent;  
**OR,**  
Applicants must have 1 years' experience working within five of the following Health and Safety areas: PPE, COSHH, Manual Handling, Risk Assessments, Hazard Awareness, Lone Working, H&S at Work, Accident & Ill Health Prevention; in a professional environment where Health & Safety is a key requirement.

### **Competencies:**

- Proven experience in securing premises and its contents.
- Proven experience in maintenance relevant to the post and maintaining grounds (carparks/paths/grass).
- Proven experience in cleaning designated areas and supervising cleaners and related administrative duties.
- Proven experience in porteraging.
- Proven ability to build and maintain effective relationships with a range of stakeholders.
- Proven ability to meet deadlines and achieve agreed targets.

### **Terms of Appointment**

- The hourly rate for this temporary position will be Band 3 - £8.78 - £9.35.
- Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post. The College reserves the right to change the designated base to meet with operational needs in the future.



**Role Description**                      **Caretaker**

**Responsible to:**                      Buildings Officer

**Purpose:**                                      To assist the Buildings Officer with onsite supervision, cleaning and caretaking services under the direction of the Buildings Officer and in accordance with the practices and procedures of the College.

**Key Contacts**

**Internal:**                                      Estates Team

**Specific duties**

**Security**

- Participate in procedures to ensure the security of the Premises and its contents.
- Open and close the premises and grounds, except in circumstances where the Buildings Officer authorises another person to do so.
- Ensure that all windows are closed, doors and gates, both internal and external are locked at the end of each day.
- Maintain safe custody of the keys of the premises and the allocation of keys for Cleaning (where appropriate).
- Operate Fire Alarm, Burglar Alarm and Building Security Systems, (including security camera system) and report any faults.
- Attend after-hour break in and vandalism at the premises and ensure that (a) the premises are secure and cleaned at the earliest opportunity when clearance has been given and (b) any unauthorised entry or damage is reported to the Buildings Officer.
- During normal working hours monitor and report any suspicious activity of persons immediately to the Buildings Officer or other authorised person to ensure a safe working environment for students, staff, contractors and visitors in the building.
- Monitor the removal of all equipment from the premises and report any unauthorised activity to the Buildings Officer or a Senior Site Manager.
- Apply grit/rock salt in times of snow and frost to ensure pathways, car parks and entrances are free from snow and ice.

**Mechanical and Electrical Services**

- Replace lamps and tubes using appropriate equipment.
- Inspect and report any defects on firefighting equipment.

## **Cleaning**

- Clean the designated areas as identified by the Buildings Officer.
- Assist the Buildings Officer in organising and controlling the work of cleaning staff to ensure that College standards are met.
- Ensure that all hard surfaces and paths and ornamental grounds (including lawns and hedges) around the property are maintained, clean, tidy and free of litter.
- Undertake grass cutting/removal, from grass areas, weeding of paved areas and trimming of shrubs.
- Ensure that all external surfaces drains, drainpipes and gullies and kitchen grease-traps are free flowing and clean.
- Ensure that bins are secured, washed and cleaned and in good working order.
- Ensure that all litter bins are emptied on a daily basis.
- Provide an ongoing cleaning service to the entire premises to deal with such things as spillage, flooding, toilet cleaning, litter or any cleaning problem associated with weather conditions.
- Clean external signs, light covers, and notices.
- Ensure cleaning materials and equipment are kept in good condition, used and stored correctly.
- Prepare and clean facilities for required use under the direction of the Buildings Officer.
- Ensure that all internal and external fixed glass surfaces are cleaned using the appropriate equipment provided to ensure safe working conditions.
- Ensure Cleaning staff wear Personal Protective Equipment and/or Workwear when provided.

## **Porterage**

- Direct appropriate deliveries to goods inwards bay for storage and accept without inspection.
- Confirm the destination of the goods/equipment.
- Inform the recipient of the arrival of the goods/equipment and then sign off the transfer of the goods to the recipient.

- Transport all refuse to their collection point and implement segregation procedures in compliance with the college's waste management policy.
- Prepare rooms for examinations and other purposes as directed by the Buildings Officer with equipment, furniture and materials as required.
- Maintain furniture and materials in common areas, corridors and social areas to ensure a safe environment.
- Provide an in-college delivery service of goods and equipment.
- Participate in the inter-campus delivery of Estates related goods and equipment.

### **Administration**

- Ensure that defects in electrical equipment under the control of the Buildings Officer are reported immediately to the Buildings Officer and that a record of equipment repaired is kept and that all equipment is cleaned and stored safely.
- In the absence of the Buildings Officer, ensure that all records in respect of staff attendance, holidays and absences are completed, authorized and returned to appropriate function.
- Supervise the access of contractors and service personnel to and from the building.

### **Handyperson Duties**

- Assist maintenance technicians when required in carrying out maintenance work as instructed by the Building Officer within the competence of the post-holder and minor repairs and paintwork to the building and grounds.

### **General Conditions**

- All duties to be carried out to comply with:
  - (a) The Health and Safety at Work (NI) Order 1978;
  - (b) Acts of Parliament, Statutory Instruments and Regulations and other legal requirements;
  - (c) COSHH Regulations
  - (d) Codes of Practice
- All duties will be carried out in working conditions normally inherent in the particular situation, e.g. indoors or outdoors.
- Post holder may be required to carry out duties at such other place of employment in the College service as may be reasonably required.

### **Training**

- Caretakers will accept any training to facilitate the undertaking of duties for jobs up to and including their own grade (to include College wide training e.g. in policies etc.).

### **Other Duties**

- Ensure that day to day operational issues which are brought to the attention of the postholder are dealt with appropriately, e.g. cleanliness of facilities, heating and lighting.
- Any other duties may include those up to and including this grade, providing such duties are within competence of post holder.

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## **2.4 Catering Assistant**

### **Eligibility Criteria:**

- Hold a valid Basic Food Hygiene Certificate.
- Have experience of till operation.
- Have a minimum of 2 years' catering experience in a food establishment e.g. Café, Hotel, Sandwich Bar, Preparing/Serving food.
- Have experience of dealing with the public.

### **Desirable Criteria:**

- NVQ 2 in Catering.

### **Competencies:**

- Have an awareness of Health & Safety in the workplace.
- Be honest, reliable and a good timekeeper.
- Have ability to work flexible hours.
- Have ability to work on your own initiative.
- May be required to work additional hours during the day or in the evening.

### **Terms of Appointment:**

- The hourly rate for this temporary position will be Band 2 £8.12 - £8.63.
- Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post. The College reserves the right to change the designated base to meet with operational needs in the future.

<b>Role Description</b>	Catering Assistant (to include till operation duties)
<b>Job Purpose</b>	To actively participate in the daily operation of the Catering Service under the direction of the Assistant Head of Department including cash handling duties. Team participation is essential to provide an efficient hygienic service, to achieve customer satisfaction and to promote sales within the unit.
<b>Key Contacts</b>	
<b>Internal:</b>	Assistant Head of Department

### **Specific duties**

- The basic preparation of food and beverages including the preparation of vegetables and snacks.
- Using appropriate equipment.
- Simple cooking including the reconstitution of prepared food.
- Organisation and control of food service points.
- Recording of temperatures for control purposes as required.
- Securing of premises as required.
- The correct care and maintenance of the cash register.
- Correct programming procedures and updating of prices.
- Correct daily operational procedures to include reporting of discrepancies to Line Manager, checking the float and audit roll.
- Counting cash daily and assisting in preparing the bank lodgement.
- Maintaining records appropriate to the cash operation.
- The serving of meals and snacks.
- The setting out of dining room tables, chairs, benches and serving points as required.
- The setting of tables, laying of cutlery, water jugs etc.
- General kitchen and dining room duties including washing up, clearing away equipment including tables, chairs and benches.

- The cleaning of the kitchen/servery, dining room and equipment including floors and walls.
- Replenish stock levels of vending machines as instructed by the line manager.

### **General Conditions**

- All duties must be carried out to comply with –
  - (a) Acts of Parliament, Statutory Instruments and Regulations and other legal requirements.
  - (b) Codes of Practice.
- All duties will be carried out in the working conditions normally inherent in the particular job.
- All necessary administration must be completed as required.
- Duties will be carried out for jobs up to and including those in the same grade, provided such duties are within the competence of the employee.

The above list of duties is neither comprehensive nor exhaustive but outlines the general requirements of the post. Other duties may arise of a more general nature which is consistent with the job title and the 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.

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## 2.5 Examinations Invigilator

### **Eligibility Criteria:**

- A minimum of 2 GCSEs, or equivalent, at Grades A-C, including English Language and Maths.
- OR**
- A minimum of 6 months' clerical/admin experience within the last 5 years.

### **Desirable Criteria**

- Previous experience of Invigilating.
- Previous experience of using IT software packages.
- Previous experience of dealing with paperwork.
- Have a working knowledge of a range of awarding bodies.
- Evening work required.

### **Competencies:**

- Good verbal and written communication skills.
- Ability to read, understand, apply and relate instructions.
- Ability to work under pressure.
- Good organisational skills.
- Ability to work on own initiative.
- Be available to work on a needs basis.
- Good timekeeping.

### **Terms of Appointment**

- The hourly rate for this temporary position will be Band 2 - £8.12 - £8.63.
- Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post. The College reserves the right to change the designated base to meet with operational needs in the future.

### **Role Description      Examination Invigilators**

**Responsible to:** Examination Officer/Manager

**Purpose:** To assist the Examination staff with the supervision of examinations in accordance with Examining Boards' Rules and Regulations.

### **Key Contacts**

**Internal:** Examinations Team



## Specific duties

### KEY AREAS

- Report to designated staff for receipt of invigilators pack (including examination papers) in accordance with College and Examination Board regulations.
- Assist in the setting up of exam venues by removing any relevant visible information that could be used by candidates during the examination, laying out stationery, equipment and examination papers in accordance with College and Examination Board regulations.
- Assist students prior to the exam by directing them to their seats.
- Ensure College and Examination Body rules and regulations (e.g. no talking during exam, no mobile phones permitted) regarding candidate conduct during examinations are made clear to all candidates.
- Ensure full instructions regarding each question paper are made clear to examination candidates.
- Record candidate attendance on College/Examining Board Attendance Register.
- Check Identification for all students (including Passport or Driving Licence ID for external students) according to College/Examination Board Regulations.
- Provide a calm environment throughout the examination and remain vigilant throughout, dealing with queries raised by candidates and with examination irregularities in accordance with College/Examination Board procedures.
- Check and collate exam Question Papers at end of exam sessions and leave at designated collection point for processing.
- Complete Payment Claim Forms in accordance with College procedures.
- Attend in-house Invigilators' Meetings as arranged.

The above list of duties is neither comprehensive nor exhaustive but outlines the general requirements of the post. Other duties may arise of a more general nature which is consistent with the job title and the 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.

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## 2.6 IT Operations Analyst

### **Eligibility Criteria**

- Applicants must have a Level 4 qualification in IT / Computing.
- Applicants must have been employed in an IT support role in an IT support team for at least one year in the last three years; to include troubleshooting in a Windows Desktop environment.

### **Essential Criteria**

- Proven track record of ability to work effectively within a team.
- Proven experience of problem resolution.
- Proven experience of ability to work on own initiative.
- Proven ability to prioritise work load.

### **Terms of Appointment**

- The hourly rate for this temporary position will be Band 4 £9.53 - £11.59.
- Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post. The College reserves the right to change the designated base to meet with operational needs in the future.

**Role Description:** IT Operations Analyst

**Job Purpose:** To deliver an efficient and effective IT Operations and Customer Service which will provide for an excellent student experience and first class business service.

### **Key Contacts:**

**Internal:** IT Operations Team Leader, IT Operations team, IT Network team, Staff, Students

**External:** 3<sup>rd</sup> party helpdesk staff, 3<sup>rd</sup> Party repair staff

### **Specific duties**

**Security:** To deliver a secure service in relation to IT Operations and Customer Services across the relevant campuses through:

a) Adherence to the relevant College and legislative guidelines, policies and procedures.

**Customer Services:** To deliver an effective IT Customer Service in relation to teaching and learning and College business processes following the relevant College policies and procedures through:

a) Efficient and effective central College IT Service Desk across the relevant campuses including, but not limited to:

- Adhering to service level agreements;
- Providing appropriate information regarding IT incidents;

b) Relevant support and advice to lecturing staff and students regarding the use of IT hardware and software across the relevant campuses including, but not limited to:

- Delivering IT technical support for staff relating to the setup and provision of demonstrations for practical work in classes;
- Delivering IT technical support for students relating to the provision of practical work in classes;
- Delivering IT technical support for staff relating to the evaluation of software and development of learning and assessment materials;
- Delivering IT technical support for staff relating to Curriculum Development projects, Non-Curriculum Development projects and ILT staff development activities;

c) Provision of IT technical support for examinations across the relevant campuses including, but not limited to:

- Maintenance of IT hardware and software to exam specifications;

**Operations Services:**

To provide a stable technical infrastructure through:

a) Adherence to IT policy and procedures.

b) Efficient and effective IT Operations services including, but not limited to:

- Delivery of a standard operating environment for PCs following the relevant procedures for their deployment;
- Use of desktop deployment software, anti-virus software, patching software, monitoring software, filtering software;
- Maintaining current awareness of technology and related issues ;
- Attending training courses as are considered appropriate to the post;

c) Proactive monitoring and maintenance, measurably minimising loss of service, providing speedy diagnosis and resolution of IT Operations services issues across the relevant campuses including, but not limited to:

- Use of a central College IT Service Desk following the relevant procedures for its use;
- Liaising with other technical staff in the College;
- Repair and maintenance of all IT equipment;
- Facilitating repairs carried out by external agencies;

d) Adherence to the relevant security, confidentiality and health and safety guidelines.

e) Auditing of IT equipment including, but not limited to:

- Receiving, checking and validation of new equipment and materials;
- Checking and validation of existing equipment and materials;
- Exchanging equipment between campuses as required;

f) Provision of IT consumables including, but not limited to:

- Installing and replacing IT consumables for peripheral equipment;
- Storage of IT consumables;
- Transfer of consumables between campuses;

g) Provision of College IT audio visual equipment available for loan across the relevant campuses including, but not limited to:

- Distribution, setup and booking of equipment including Laptops, Mobile Laptop Classrooms, Video Conferencing equipment; Digital Cameras and LCD projectors;

**General:** To provide adequate IT Technical support across the relevant campuses including, but not limited to:

- Provision of evening cover as required;
- Provision of cover as required on other campuses;
- Provision of additional assistance on other campuses as required;

The post holder may be required to wear a protective uniform and to carry a mobile phone whilst on duty. The College will provide this equipment. 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. The location of the post will reflect the needs of the College and will be confirmed by the Director following appointment.

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## **2.7 Education Support Mentor**

### **Eligibility Criteria:**

- GCSE English Language at Grade C or above or Key/Essential Skills Level 2 in Communications.
- GCSE Mathematics and Grade C or above or Key/Essential Skills Level 2 in Numeracy.
- City & Guilds Level 4 Certificate in Further Education Teaching, or equivalent Level 4 qualification or higher.

### **Essential Criteria:**

- Proven record of contributing to the development and implementation of education support strategies, policies and procedures.
- Proven experience in the delivery of a high quality provision of education support.
- Proven track record of working as part of, or leading a team.
- Proven ability to use IT.
- Proven ability to build and maintain effective relationships with a range of stakeholders, both internal and external.
- Proven ability to meet deadlines and achieve agreed targets.

### **Terms of Appointment**

The hourly rate for this temporary position will be Band 5 £12.34 - £14.59 per hour.

Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post. The College reserves the right to change the designated base to meet with operational needs in the future.

**Role Description:** Education Support Mentor

**Responsible to:** Education Support Co-ordinator

### **Key Contacts**

**Internal:** Head of Student Experience, Head of Student Services, Education Support Co-ordinator, Assistant Heads of Department, senior managers, Lecturing staff and students

**External:** External statutory and voluntary support agencies.

### **Specific duties**

#### **Responsibilities:**

- To act as a member of the Student Services Section;
- To promote the vision, mission and core values of the College;
- To assist the Education Support Co-ordinator in the promotion and achievement of high quality Education Support and services;
- To assist the Education Support Co-ordinator to develop, implement and regularly review the appropriate, policies, practices and procedures relating to College Education Support services;

#### **Operational**

- To assist the Education Support Co-ordinator in ensuring that the provision for student education support, reflects the priorities set by Government policy and the strategic direction and mission of the College
- To contribute to a systematic process of review, evaluation and planning of the Education Support provision
- To be an integral part of the Education Support Unit and ensure work is carried out as effectively and efficiently as possible
- To ensure that students who have a learning or medical need find the service effective and efficient and is consistent across the College
- To contribute to the Student Services Quality Improvement Plan and to the College Self Evaluation Review
- To act as a reader, scribe and note taker
- To support students with specific learning difficulties, disabilities and medical needs who have additional support requirements, within an inclusive, multisensory learning environment. This may include developing organisational skills, proof-reading, and assignment planning on a 1:1 basis or in a small group setting as required.

- To develop resources which will support an inclusive learning ethos / environment and meet the individual needs of students who have additional learning needs.
- To support students by using appropriate enabling technology
- To contribute to the standardisation of student education support procedures across campuses which will assist in maximising student retention, satisfaction and achievement;
- To assist in monitoring the quality of student education services across the College and to contribute to improvement strategies;
- To adhere to performance criteria and achieve agreed targets for all areas of Education Support;
- To assist the Education Support Co-ordinator in developing a quality provision for students with additional learning or medical needs;
- To contribute, as part of a team, so that the Education Support Unit responds quickly and effectively to the needs of students with learning difficulties, disabilities or medical need, in an equitable and effective manner;
- To assist in developing policies, procedures and operational management of the Education Support Unit in adherence with best practice models
- To contribute to an ethos of high quality customer care
- To act as an advocate for students who may have a learning difficulty, disability or medical need
- To participate, as required, in staff development training and performance reviews within the Unit
- To ensure that an appropriate level of service is available and accessible across all campuses, and is maintained throughout the calendar year and College day.
- To undertake duties, as appropriate, in support of the wider Student Services team

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## 2.8 Education Support Assistant

### **Eligibility Criteria:**

- 6 months experience in providing support for young people or adults with learning difficulties and/or disabilities.
- GCSE English Language and Maths at grade C or above or Essential Skills Level 2 in Communication and Numeracy or equivalent

### **Essential Criteria**

- Proven experience in the delivery of a high quality provision of education support including care duties.
- Proven track record of working as part of, or leading a team.
- Proven ability to use IT.
- Proven ability to build and maintain effective relationships with a range of stakeholders, both internal and external.
- Proven ability to meet deadlines and achieve agreed targets.

### **Terms of Appointment**

The hourly rate for this temporary position will be Band 3 £8.78 - £9.35.

Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post. The College reserves the right to change the designated base to meet with operational needs in the future.

**Role description:** Education Support Assistant

**Responsible to:** Education Support Co-ordinator/ Assistant Head of Department

### **Key Contacts**

**Internal:** Head of Student Experience, Head of Student Services, Education Support Co-ordinator, Assistant Heads of Department, senior managers, lecturing staff and students

**External:** External statutory and voluntary support agencies.

## **Specific duties**

### **Responsibilities:**

- To act as a member of the Student Services Section/Curriculum Team;
- To promote the vision, mission and core values of the College;
- To assist the Education Support Co-ordinator/Assistant Head of Department in the promotion and achievement of high quality Education Support and services;
- To assist the Education Support Co-ordinator to develop, implement and regularly review the appropriate, policies, practices and procedures relating to Student Education Support services;

### **Operational**

- To assist the Education Support Co-ordinator/Assistant Head of Department in ensuring that the provision for student education support, reflects the priorities set by Government policy and the strategic direction and mission of the College
- To contribute to a systematic process of review, evaluation and planning of the Education Support provision
- To be an integral part of the Education Support Unit/Curriculum Team and ensure work is carried out as effectively and efficiently as possible
- To ensure that students who have a learning difficulty, disability or medical need find the service effective and efficient and is consistent across the College
- To contribute to the Student Services Quality Improvement Plan and Self Evaluation Review
- To provide support to individual learners undertaking programmes in an inclusive form. This support may include note taking and/or examination scribe or reader.
- To assist learners in accessing and/or evacuating all parts of the College buildings and facilities.
- Assisting with first aid procedures when required, and maintain a level of First Aid training
- If necessary deal with Learners who are feeling unwell and report to the course team as appropriate. Remain with the learners until parents/guardians arrive to collect them or accompany them to hospital if required.
- Supervise learners over breaks and escort them back to classrooms at the appropriate time, if required.
- To provide appropriate classroom support to lecturing staff.

- Provide cover for other support workers in their absence as required by the Education Support Co-ordinator/Assistant Head of Department
- To contribute to the standardisation of student Education Support procedures across campuses which will assist in maximising student retention, satisfaction and achievement.
- To adhere to performance criteria and achieve agreed targets for all areas of Education Support.
- To contribute to student records when required.
- To contribute, as part of a team, so that the Education Support Unit/Curriculum Team responds quickly and effectively to the needs of students with learning difficulties disabilities or medical needs, in an equitable manner;
- To assist in developing policies, procedures and operational management of the Education Support Unit/Curriculum Team in adherence with best practice models
- To contribute to an ethos of high quality customer care
- To act as an advocate for students who may have a learning difficulty, disability or medical condition.
- To participate, as required, in staff development training and performance reviews within the Unit/Team
- To ensure confidentiality is maintained in accordance with legislation and College policy
- To ensure that an appropriate level of service is available and accessible across all campuses, and is maintained throughout the calendar year and College day.
- To undertake duties, as appropriate, in support of the wider Student Services / Curriculum teams

The above list of duties is neither comprehensive nor exhaustive but outlines the general requirements of the post. Other duties may arise of a more general nature which is consistent with the job title and the 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.**

## **2.8.1 Education Support Assistant (with care duties)**

### **Eligibility Criteria:**

- 6 months experience in providing support for young people or adults with learning difficulties and/or disabilities.
- A vocational qualification in the Caring or Educational field at or above NVQ Level II or equivalent, e.g. NVQ Level 2 in Supporting, Teaching and Learning, NVQ Level 2 in Health and Social Care.
- GCSE English Language and Maths at grade C or above or Essential Skills Level 2 in Communication and Numeracy or equivalent

### **Essential Criteria**

- Proven experience in the delivery of a high quality provision of education support including care duties.
- Proven track record of working as part of, or leading a team.
- Proven ability to use IT.
- Proven ability to build and maintain effective relationships with a range of stakeholders, both internal and external.
- Proven ability to meet deadlines and achieve agreed targets.

### **Terms of Appointment**

The hourly rate for this temporary position will be Band 3 £8.65 - £9.25.

Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post. The College reserves the right to change the designated base to meet with operational needs in the future.

**Role description:** Education Support Assistant (with care duties)  
**Responsible to:** Education Support Co-ordinator/ Assistant Head of Department

### **Key Contacts**

**Internal:** Head of Student Experience, Head of Student Services, Education Support Co-ordinator, Assistant Heads of Department, senior managers, lecturing staff and students

**External:** External statutory and voluntary support agencies.

## **Specific duties**

### **Responsibilities:**

- To act as a member of the Student Services Section/Curriculum Team;
- To promote the vision, mission and core values of the College;
- To assist the Education Support Co-ordinator/Assistant Head of Department in the promotion and achievement of high quality Education Support and services;
- To assist the Education Support Co-ordinator to develop, implement and regularly review the appropriate, policies, practices and procedures relating to Student Education Support services;

### **Operational**

- To assist the Education Support Co-ordinator/Assistant Head of Department in ensuring that the provision for student education support, reflects the priorities set by Government policy and the strategic direction and mission of the College
- To contribute to a systematic process of review, evaluation and planning of the Education Support provision
- To be an integral part of the Education Support Unit/Curriculum Team and ensure work is carried out as effectively and efficiently as possible
- To ensure that students who have a learning difficulty, disability or medical need find the service effective and efficient and is consistent across the College
- To contribute to the Student Services Quality Improvement Plan and Self Evaluation Review
- To provide personal care support to the learner should the need arise within the College learning environment.
- To provide support to individual learners undertaking programmes in an inclusive form. This support may include note taking and/or examination scribe or reader.
- To assist learners in accessing and/or evacuating all parts of the College buildings and facilities.
- Assisting with first aid procedures when required, and maintain a level of First Aid training
- If necessary deal with Learners who are feeling unwell and report to the course team as appropriate. Remain with the learners until parents/guardians arrive to collect them or accompany them to hospital if required.
- Supervise learners over breaks and escort them back to classrooms at the appropriate time, if required.

- To provide appropriate classroom support to lecturing staff.
- Provide cover for other support workers in their absence as required by the Education Support Co-ordinator/Assistant Head of Department
- To contribute to the standardisation of student Education Support procedures across campuses which will assist in maximising student retention, satisfaction and achievement.
- To adhere to performance criteria and achieve agreed targets for all areas of Education Support.
- To contribute to student records when required.
- To contribute, as part of a team, so that the Education Support Unit/Curriculum Team responds quickly and effectively to the needs of students with learning difficulties disabilities or medical needs, in an equitable manner;
- To assist in developing policies, procedures and operational management of the Education Support Unit/Curriculum Team in adherence with best practice models
- To contribute to an ethos of high quality customer care
- To act as an advocate for students who may have a learning difficulty, disability or medical condition.
- To participate, as required, in staff development training and performance reviews within the Unit/Team
- To ensure confidentiality is maintained in accordance with legislation and College policy
- To ensure that an appropriate level of service is available and accessible across all campuses, and is maintained throughout the calendar year and College day.
- To undertake duties, as appropriate, in support of the wider Student Services / Curriculum teams

The above list of duties is neither comprehensive nor exhaustive but outlines the general requirements of the post. Other duties may arise of a more general nature which is consistent with the job title and the 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.**

## 2.9 Scribe / Reader

### **Essential Criteria:**

- GCSE Mathematics and English Language at Grades A\*-C or equivalent ;  
**OR**
- Satisfactory performance in College in-house literacy and numeracy test.

### **Competencies:**

- The proven ability to record the dictated word accurately.
- The proven ability to write legibly.
- The proven ability to read a written paper and verbally convey the content clearly and accurately to a listener.
- To demonstrate the ability to perform in a calm and confident manner regardless of conditions.

### **Terms of Appointment**

- The hourly rate for this temporary position will be Band 1 £7.73 - £7.87.
- Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post. The College reserves the right to change the designated base to meet with operational needs in the future.

**Role description:**        **Scribe/Reader**

**Job Purpose:**            To support candidates who have additional support needs within an examination environment.

**Responsible to:**        Examination Officer/Manager/Education Support Co-ordinator

### **Specific duties**

#### **Key Tasks**

- To report to designated staff for instructions at least 30 minutes before the start of examinations unless instructed otherwise.
- To check and ensure full understanding of rules and regulations regarding the use of Reader/Scribe for the examination.
- To ensure the student understands the rules and regulations for the examination regarding the use of a Reader/Scribe and rest breaks prior to the start of the examination.
- To provide a calm environment prior to and throughout the examination.

- To read the examination paper according to Awarding body rules and regulations and instructions from the candidate.
- To fully understand candidate instructions
- To write verbatim what is dictated by the candidate.
- To read verbatim what is stated on the examination paper and instructions.
- To be respectful of candidate confidentiality at all times.
- To be punctual, reliable and conscientious.

The above list of duties is neither comprehensive nor exhaustive but outlines the general requirements of the post. Other duties may arise of a more general nature which is consistent with the job title and the 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.

**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.**



## 2.10 Work Based Assessor

### **Eligibility Criteria:**

- Applicants must possess an NVQ Level qualification, or equivalent, in the curricular area in which they wish to assess. Please note that the qualification must be at least the same level as the levels the applicant wishes to assess (e.g. in order to assess an NVQ Level 3 course, the applicant must have at least an NVQ Level 3 qualification in the curricular area).
- Hold both A1 and A2 assessing awards

### **Desirable Criteria:**

- Have at least 2 years' experience within the last 3 years of assessing in DEL-funded training or FE programmes;
- Have an NVQ Level qualification, or equivalent, at least one level higher than the curricular area in which you wish to assess. (E.g. to assess an NVQ Level 3 course, it is desirable that the applicant has an NVQ Level 4 qualification in the curricular area).

### **Competencies:**

- Be able to effectively plan, prioritise and manage own workload making the best use of time and resources; maintain a focus on detail and accuracy and produce work of a high quality;
- Be able to communicate confidently, clearly and concisely, both orally and in writing, with a wide variety of internal and external stakeholders;
- Be effective and efficient in administration;
- Be competent in the use of IT packages, in particular the MS Office Suite;
- Be able to work as part of a team and also to work on own initiative, taking personal responsibility for work

### **Terms of Appointment**

- The hourly rate for this temporary position will be Band 4 £9.53 - £11.59.
- Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post. The College reserves the right to change the designated base to meet with operational needs in the future.

**Role Description:**      **Work Based Assessor**

**Responsible to:**      Assistant Head of Department (actual allocation of daily duties may be issued by an Assistant Head of Department)

**Purpose:**                      To assess trainees/ apprentices on DEL funded training programmes and other students/ employees undertaking NVQs.

## **Key Contacts**

**Internal:** Assistant Head of Department, Course Co-ordinators, Pastoral tutors, Quality Improvement Unit, Head of Business Development, Training Manager, Economic Engagement Managers

**External:** Employers, External Verifiers

## **Main Duties and Responsibilities**

Assess trainee's /apprentices/ students/ employees as required in line with NVQ awarding body guidelines

## **Key Areas**

### **Operational Assessment**

- Carry out all assessment in the workplace/ workshop in accordance with awarding body guidelines to ensure timely completion of NVQ programme.
- Provide support for trainees/ apprentices/ students, including access to underpinning knowledge and practical training as required.
- Participate in the completion of trainee/ apprentice PTPS, student E-ISLAs and progress reviews.
- Liaise with the employer /work placement provider to provide regular feedback on trainee/ apprentice attendance and progress and to discuss any issues that may arise.
- Provide regular feedback to Curriculum teams, Training Manager and trainees/ apprentices on their progress.
- Complete all documentation associated with NVQs as required by NRC guidelines.
- Participate in curriculum team meetings as required.
- Participate in staff development activities as required.
- Work with curriculum teams to implement quality assurance measures.

The above list of duties is neither comprehensive nor exhaustive but outlines the general requirements of the post. Other duties may arise of a more general nature which is consistent with the job title and the 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.**

### 3. Recruitment and Selection Process

To apply in the first instance please email completed application form to [jobs@nrc.ac.uk](mailto:jobs@nrc.ac.uk). Hard copy applications can be sent to:

Human Resources,  
Northern Regional College,  
Farm Lodge,  
Ballymena,  
BT43 7DF

**Though applications to this register will not close until Mid-March 2018, it is anticipated that an initial round of shortlisting and interviews will take place April – June 17.** Please note that the onus is on the applicant to ensure that their completed application form is received by HR on or before the closing date. Application is by completion of application form - CVs will not be accepted.

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.

#### Monitoring Form

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. You should note that 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 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. The Northern Regional College will shortlist solely on the information provided by the applicant on the application form. Members of the shortlisting panel will not make assumptions or take into consideration information known to them personally about any applicant.

## **Applicants**

Applicants to the register will have their details held on file for the duration of the relevant academic year. Only those candidates shortlisted from the information given on their application form will be invited for interview. Applicants to 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**

After the closing date, 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. The eligible candidates will then be scored against the essential criteria at stage two of the selection 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 2017/18.

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.

## **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 not be issued until the successful applicant provides:

- A satisfactory outcome to all elements of the College's vetting process. (These checks must be undertaken prior to anyone commencing employment with the College and on average may take 3 - 5 weeks to complete).
- Acceptance of recruitment panel recommendation for their appointment

**Please note that successful candidates are required to pay the administration fee, which is currently £33, for the completion of the Access NI Enhanced Disclosure Certificate conducted under the College's vetting process. The College vetting policy may be found on our website at [www.nrc.ac.uk/nrc/work-for-us](http://www.nrc.ac.uk/nrc/work-for-us) . Further information on Enhanced Disclosure Certificates may be found at [Enhanced Disclosure Certificates](#) .**

## Keeping of Records

All applicant records are kept in accordance with the Data Protection Act. Applicant records are kept for one year after appointment to this post. Records are kept to fulfil our statutory obligation to submit an annual monitoring review under fair employment legislation. All records for applicants 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 and to show how we intend to comply with section 75 we have produced an Equality Scheme.

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 Northern Regional College expects all of its staff to participate in training on various aspects of equality and diversity within the college and as a minimum to have due regard to the promotion of equality of opportunity between all sectors of our society.

#### **Further Information**

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