

JOB DESCRIPTION

Job Title:	Marketing and Event Support Intern (Fixed Term 12 week placement end of June – start of September)
Grade:	Support Grade B
Hours:	35 hours per week
Location:	Framwellgate Moor Campus
Department:	Marketing and Student Recruitment
Accountable to:	Head of Marketing and Student Recruitment

Job Purpose

To work with the Marketing, Admissions and School Engagement Departments during the summer, on a temporary basis. The role will support summer marketing activity, event running, set-up and preparation. Key events include the NCD Summer Advice Centre, welcome weeks and start of term.

Key Result Areas

1. To meet and greet visitors to the NCD Summer Advice Centre and establish the purpose of their visit and where they are in the recruitment process so you can appropriately direct them to the relevant department. Looking after guests who are waiting.
2. Meeting and greeting and event support at other events including Get NCD Ready, welcome weeks and start of term.
3. Updating the admissions hub to check students in, ensure all details are correct and also support other teams with updating information in the hub.
4. Supporting event preparation and set up including preparing packs, setting up pull up banners, stands, literature tables and tablecloths.
5. Preparing daily and weekly reports as directed by the Head of Marketing and Student Recruitment.

6. Ensuring the distribution of relevant recruitment materials, literature and other start of term information for both on-site visitors and to go through the post, via email or sms.
7. Supporting the marketing and admissions team as needed.
8. To escalate issues, or concerns where relevant.
9. Contribute to providing a quality service and ensure a high level of support is delivered.
10. Undertake any other duties commensurate with the grade and status of the post.

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



A leading College of further and higher education.
Principal and Chief Executive: John Widdowson CBE

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.

Assessed by key:

1. Application form
2. Interview
3. On the job
4. Skills test

In order to progress through the recruitment process you must be able to show how you meet each of the criteria at ALL of the “assessed by” stages stated.

PERSON SPECIFICATION

Job Title: User Support Assistant

Knowledge & Experience	Assessed by	Essential	Desirable*
English and Maths at Level 2 (GCSE / O Level, Grade C or above) or equivalent	1	✓	
An interest in events or marketing	2		✓
Working towards a level 4 qualification in business, administration, events, related area, or equivalent relevant experience	1		✓
Customer service experience, or experience of working in a customer facing role.	2	✓	
Experience of data entry, and utilising computer programmes including excel, outlook and word.	2		✓
Experience of working as part of a team.	2		✓
Experience problem solving and troubleshooting.	2		✓
Commitment to ensuring the safeguarding of children and vulnerable adults	3	✓	
Skills		Essential	Desirable
Excellent interpersonal and communication skills.	2 / 3	✓	
Ability to be organised and systematically manage own workload and respond appropriately to situations	2 / 3	✓	
Enthusiastic, positive and flexible attitude.	2 / 3	✓	

Commitment to problem solving and improving own performance	2 / 3	✓	
Personal and professional integrity	2 / 3	✓	
Ability to work in a timely and effective manner	2 / 3	✓	
Suitable to work with young people and vulnerable adults	1	✓	

*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 job description may be reviewed in light of experience, changes and developments during the on-going appraisal and performance review process.

Issue Date: April 2022