

## **The University**

At Durham University, we are proud of our people, because they are at the heart of our globally outstanding institution, which is a key part of our local community. We inspire our people to do extraordinary things and we invite you to join our fantastic team.

Across the University, we have a huge variety of roles and responsibilities, which together make us one large and successful community. Whether you are at the very start, middle or end of your career, there is a role for you. We believe everyone has their own unique skills to offer.

At the University we promote and actively champion equality, diversity, and inclusion. It is crucial that everyone can be themselves and can flourish in an environment where everyone respects each other and is treated fairly. We want our people and wider community to feel happy, secure, and proud to be a part of Durham. We are looking for the same values in you.

We welcome and encourage applications from members of groups who are under-represented in our work force including people with disabilities, women and black, Asian and minority ethnic communities. For more information on our EDI strategy and values, click [here](#)

## **The Role and Department**

The Careers & Enterprise (C&E) Centre is a dynamic and developing team, operating across the University through subject departments, colleges, societies, and industry facing initiatives to support the development and progression needs of students. It aims to help them meet the challenges and opportunities of the constantly developing employment market and become the leaders and innovators of the near future.

An Administration Assistant is required to provide an in-person and online frontline/reception service to students, graduates, and other service stakeholders. They will undertake triage duties and administrative support to the Careers & Enterprise team.

As a member of the Information Team, they will work closely with the Careers Information Facilitators, and the Information Services Manager.

Due to the frontline responsibilities of this role, the post holder will be campus based. There will be some opportunity to work from home during university vacations, if alternative reception cover is available.

This is a development role and the successful candidate will, over the development period, gain further experience as an administrator in the Information team developing their customer service and administrative skills and experience.

The post-holder will undertake an 18-month, Level 3 Business Administrator apprenticeship programme demonstrating the application of required skills, knowledge, and experience.

The development plan may be extended if the University considers it necessary. The plan will be regularly reviewed and form the basis of the assessment to move to the Grade 3 Administration Senior Assistant role.

Upon successful completion of the programme and development plan, the post-holder will move to Senior Administration Assistant. If the post-holder is unable to meet the full requirements of the Grade 3 post at the end of the development process, subject to performance, they may be retained in the Grade 2 post.

Further information about the role and the responsibilities is at the bottom of this job description.

## **Working at Durham**

A competitive salary is only one part of the many fantastic benefits you will receive if you join the University: you will also receive access to the following fantastic benefits:

- 27 Days annual leave per year (in additional to 8 public holidays and 4 customary days per year), a total of 39 days. [Including time off between Christmas and New Year].
- No matter how you travel to work, we have you covered. We have parking across campus, a cycle to work scheme which helps you to buy a bike and discount with local bus and train companies.
- Discounts via our benefits portal including money off at supermarkets, high street retailers, IT products such as Apple, the cinema, and days out at various attractions.
- On site nursery is available and access to holiday camps for children aged 5-16 throughout the year.
- Lots of support for health and wellbeing including discounted membership for our state-of-the-art sport and gym facilities and access to a 24-7 Employee Assistance Programme.
- The opportunity to take part in staff volunteering activities.
- Family friendly policies, including maternity and adoption leave, which are among the most generous in the higher education sector (and likely above and beyond many employers).
- If you are keen on advancing in your role or career, we have a genuine passion for developing our colleagues from qualifications to IT skills, courses, and apprenticeships.
- Generous pension schemes.

## **What you need to demonstrate when you apply**

To be considered for this role, here are the skills/experience we're looking for:

1. Good spoken and written communication skills.
2. Good digital skills including the ability to use the internet, email and Microsoft 365 applications (e.g., Word, Excel).
3. Five GCSEs at least Grade C or level four (or equivalent) including English Language and Mathematics (or equivalent experience).
4. Experience of working in a team.
5. Experience of managing time to meet deadlines.
6. Experience of working in a customer focussed service.
7. Ability to follow instructions, spoken or written, accurately.
8. Committed to training/professional development.

## **Desirable Criteria**

1. Ability to solve problems as part of a team and resolve straightforward issues.

## **How to Apply**

We prefer to receive applications online. When you apply you need to submit a CV and/or a statement that tells us your experience and gives examples of how you meet the criteria above and/or submit the application form and include the information within the form.

We will update you about your application at various points throughout the selection process, via automated emails from our e-recruitment system. Please check your spam/junk folder periodically to make sure you have not missed any of our updates.

## Who to contact for more information

If you would like to have a chat or ask any questions about the role or if you are struggling to complete the application process, Stephanie Barton would be happy to speak to you.  
stephanie.barton@durham.ac.uk.

## Typical Role Requirements

Here are the kind of activities that you'll be asked to undertake and ways in which you'll be expected to operate.

### Service Delivery

- Provide an excellent service to our students, graduates, employers, and all visitors to the Careers & Enterprise Centre by carrying out your tasks using the relevant procedures (which we will provide training for).
- Respond to online and in-person queries from students, graduates, and other service users. Answering basic queries if appropriate or referring on to relevant Careers & Enterprise colleagues.
- Follow established procedures when carrying out your role or refer to more senior colleagues when needed.
- Carry out some tasks that may require specialist skills.
- Operate everyday office equipment such as PC, laptop, photocopier.
- Log and record routine information.
- Look after yourself and others by following health and safety regulations being aware of any hazards and risks and reporting any incidents.

### Teamwork

- Help and cooperate with the rest of your Information colleagues to deliver frontline services.
- Help your colleagues when required with other key activities undertaken within your service for example completing administrative tasks.
- Learn new skills and practices from more experienced colleagues.
- Bring any problems to the attention of more senior colleagues.

### Communication/Personal

- Show a commitment to equality, diversity and inclusion and the University's values.
- Respond to routine requests for information.
- Use digital devices and apps (such as email) to communicate with students, graduates, employers, and other users of the service.
- Learn the skills needed to deliver a foundation service in an office environment.
- Develop knowledge of the wide range of services offered by Careers & Enterprise, and wider University support services such as the Palatinate Reception and Disability Support Service.
- Any other reasonable duties.

Please note that in submitting your application Durham University will be processing your data. We would ask you to consider the relevant University Privacy Statement [Privacy Notices - Durham University](#) which provides information on the collation, storing and use of data.

When appointing to this role the University must ensure that it meets any applicable immigration requirements, including salary thresholds which are applicable to some visas.