**ROLE DESCRIPTION**

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| **ROLE TITLE:** | **Learning Centre Assistant** |
| **REPORTING TO:** | **Learning Centre Manager** |
| **LOCATION:** | **Franklin College, Grimsby** |
| **APPOINTMENT TYPE:** | **Permanent, Part Time, Term time only + 5 additional days (17.5/37 x 200/229 = 0.4131 FTE)** |
| **POST GRADED TO:** | **SFCA Support Staff Salary Spine Points 18-21** |
| **NORMAL WORKING HOURS** | **17.5 per week, usually over 2.5 days a week and will include some evening work** |
| **DATE:** | **May 2018** |
| **ROLE PURPOSE:** | **To assist the Learning Centre Manager to ensure that the Learning Centre (LC) fully supports, enhances and extends teaching and learning within the College.** |

**DIMENSIONS:**

**Direct reports:**           **None**

**Budget responsibility:**     **None**

**MAIN DUTIES AND RESPONSIBILITIES**

1. To assist in the management of the day to day running of the College Learning Centre.
2. To deliver services to the user of the Learning Centre including issue and receipt of books and audio visual material, cash handling and dealing with enquiries.
3. To provide focused support, research and induction in to the College Learning Centre for individuals and groups.
4. To support college staff and external members of the community in all matters relating to the setting up and running of information and learning systems within College.
5. Assist in maintaining a positive working environment for all users including giving guidance on appropriate behaviour

6. To assist in the preparation of materials to be used in the college Virtual Learning Environment. This will include consulting with teaching staff and advising them on the suitability of materials in an on-line environment.

7. To maintain up to date databases of College learning resources, users and usage to log and attend to stock control, purchases, losses, faults and quality issues as they arise in accordance with systems laid down by the College.

8. To assist with communications and the documentation of the LC systems and learning resources, assist with the development of user guides, manuals and other resources help guides.

9. To carry out any other duties as may be reasonably requested, providing support for students, staff and other CILT users across the work of the team but specifically in response to the college calendar; changes in teaching and learning; new innovations and e-resources.

10. To assist in the housekeeping of the VLE courses. This will include adding new materials, editing current resources and deleting out of date information.

11. To develop and maintain systems in the LC to monitor the loan of college equipment and resources from other college departments to students and staff.

12. To take photos using the college ID card system and issue student ID cards

13. To ensure that the learning centre is maintained in a clean and tidy, safe and secure condition reporting any fault to the appropriate department.

14. To implement health and safety procedures and ensure that any equipment or systems failures are attended to promptly.

15. To undertake any other tasks within college that are appropriate to the grade of this post at the discretion of the management of the college.

**PERSON SPECIFICATION**

| Method of Assessment<br>The table indicates the method by which the skills/knowledge/level of competence in each area will be assessed. | Desirable | Essential | Application Form | Interview | Presentation | Assessment Centre | Personality Instrument | Other |
|---|---|---|---|---|---|---|---|---|
| **Qualifications** | | | | | | | | |
| Library Qualification | x | | | | | | | |
| English and Maths at GCSE | | X | | | | | | |
| Relevant level 3 qualification | X | | | | | | | |
| **Knowledge** | | | | | | | | |
| Good knowledge and understanding of learning resource centre technology | x | | | X | | | | |
| Knowledge and understanding of the principles and practice of customer care | | X | | X | | | | |
| An understanding of working in an educational/training environment | X | | | X | | | | |
| Good working knowledge of current PC software applications and understanding of PC hardware | | X | | X | | | | |
| **Experience** | | | | | | | | |
| Experience of working in Libraries or Learning Resource Centres, preferably within an Education setting | X | | | X | | | | |
| Previous experience of actively supporting students in a self directed environment | X | | | X | | | | |
| Previous experience of creating / editing / collating learning materials specific to a project | X | | | X | | | | |
| Previous experience of front line customer service | | X | | X | | | | |
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| **Technical Skills / Abilities** | | | | | | | | |
| IT literacy – MS Office, including Excel, Word, Outlook etc | | X | | X | | | | |
| Use of a Library Management Database | X | | | X | | | | |
| Time Management – the ability to plan and prioritise work to ensure key targets are met | | X | | X | | | | |
| Communication skills – the ability to present ideas and information clearly, concisely and accurately both verbally and in writing | | X | | X | | | | |

**SFCF Support Staff Salary Spine Points 18-21 (£17,100 – £18,125 per annum, pro rata)**