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| **Job Description – Resource Centre Assistant** | **L:\Admin\Logo\TVCT Logo\Tees Valley Collaborative Trust logo.png** |

Reporting to the Resources & Administration Manager

Hours: 37 hours per week, term time only

Grade: Sixth Form Colleges’ Support Staff Pay Spine, Points 18-21

Reporting to the Administration and Events Co-ordinator you will assist with the day to day running of the Resource Centre and contribute towards its continuing development.

This is a flexible role within the Administration team. It will be predominantly based within the Resource Centre, but on occasions you will be expected to carry out work in other areas within the team within your capabilities. For example, it could involve production of materials, photocopying, assisting with College events, covering main reception, general admin tasks etc.

Although the main hours of working will be Monday to Friday, 8.30 am to 4.30 pm, a flexible approach to scheduling work time is essential, as some occasional evening or weekend work will be required.

Your duties will require you to enable effective use of the Resource Centre by other partner organisations who have arranged to have the Resource Centre Services provided by Stockton Sixth Form College

**Responsibilities**

* First point of contact for student enquiries, directing students to appropriate support.
* Oversight of facilities and maintenance of reasonable standards of student conduct;
* Issuing and return of loan items, including overdue process, and control and use of reference materials;
  + Maintaining the booking of mobile digital devices (Ipads etc) for both students to use to access e-books and staff to use in lessons
* Assisting users in the use of computers, applications software and other resource centre equipment;
* Maintaining cataloguing systems;
* Taking bookings from staff for computing and interview rooms;
* Allocating students to computers on a drop in basis to maximise the use of resources;
* Performing basic computer account operations (for example, student password resets, addition of print credits) for all users.
* Collection of digital images for student and staff identification cards and arranging replacement of lost cards; Be involved in the production of student, staff and governor identification badges
* Recording television programmes and transferring video content within the terms of licences;
  + Admin support for exams – preparing student support packs.
* General housekeeping and administration associated with the work of the Resource Centre; including cash reconciliation/banking and ordering of supplies/new resources
* Taking in student projects and homework in liaison with Teaching Staff  
  Assisting the Careers Co-ordinator in the cataloguing and physical upkeep of careers materials;
* Provide support for students’ enquiries and supply information on a whole range of topics, for example, grant applications, college transport, lockers, and timetables.
* Taking money and issuing receipts as appropriate.
* Covering for Main Reception & switchboard as needed. On occasions this would be part of a rota ensuring full service throughout the College day.
* On occasions, when demands across the Administration team dictate, provide administrative support by producing documents (for example letters, handouts, leaflets, booklets, presentations, edited images)
* On occasions, when demands across the Administration team dictate, provide administrative support by carrying out photocopying and Reprographics (for example production of letters, handouts, leaflets, booklets, exam papers)
* Assisting the Administration & Events Co-ordinator in other aspects of support as work levels permit.
* Carrying out such similar duties as may be required by the Head of centre, commensurate with the post.

This job description sets out the main responsibilities for the postholder, but is not intended to be an exhaustive list. Specific duties may change from time to time without changing the general nature of the post and the postholder is expected to be flexible in the range of responsibilities they undertake commensurate with the responsibility and salary

Signed……………………………………………………… Dated ……………………………….

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| **Person Specification – Resource Centre Assistant** | **L:\Admin\Logo\TVCT Logo\Tees Valley Collaborative Trust logo.png** |

**Essential**

* Excellent people skills with the ability to relate to young people and adults
* Deal with demanding situations and requests in a calm, reassuring manner with a view to achieving a positive outcome. Dealing with students to ensure they have positive behaviour.
* At least 5 GCSEs at A – C or equivalent Level 2 qualification including English and Mathematics
* Excellent Office software skills including word processing, spreadsheets, presentations and DTP.
* Ability to provide support and problem solving with a range of common used software applications used by students (e.g. MS Office, Photoshop, Windows features)
* Effective use of a wide range of digital technology (e.g. Cameras, video recording & transfer, storage media, photocopiers, scanners)
* Proven organisational and office skills including setting up and maintaining both paper based and electronic filing and retrieval systems
* Good interpersonal and communication skills
* Able to work on your own initiative but know when to seek and take advice
* Enthusiasm and ‘can do’ attitude
* Able to work effectively with limited supervision and also as part of a team
* Flexible approach to working hours
* Committed to the provision of a quality service

**Desirable**

* Knowledge of library classification systems
* Experience of electronic library systems
* Knowledge of student welfare demands and issues, how to provide information and support.