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**JOB DESCRIPTION**

**JOB TITLE: Library and Learning Resources Centre (LRC) Apprentice (Customer Service Apprenticeship)**

**REPORTING TO: LRC Manager**

**SALARY:** **Apprentice Rate** **(£3.50 per hour) – National Minimum Wage following appropriate qualifying period**

**MAIN PURPOSE OF POST:** to support the LRC staff, across a range of campuses to provide services for staff, learners and partners.

Do you prefer working and learning? Are you an individual with long term career prospects? If so apply now to join Shropshire’s Specialist Vocational College.

**In this job you will be...**

* Working in the learning resources centres at both College campuses (Oswestry and Walford)
* Dealing with information enquiries from students and staff using; print and digital resources, computers, ICT and learning resources equipment
* Supporting the LRC Team with producing and promoting learning resources using print and digital formats
* Assisting with behaviour management with the support of the team
* Assisting the LRC Manager in any other duties necessary for the smooth running of the department

As a LRC apprentice you will work with the learning resources team and liaise with other key departments including; academic, customer services, learner support, ICT services and finance.

You will get hands-on experience working with print and electronic resources, dealing with customers and using information technology and systems. Working in the learning resources team means you will be a key part of Student Services in the College.

If you are looking for a role which allows you to exercise your creativity and be part of a committed and flexible team then this could be the role for you!

**Your training will...**

Cover a 12 month Apprenticeship in Customer Service, which consists of modules that can be tailored to your job role.

**Who should apply?**

The candidate will be required to have a flexible approach as there is a broad and at times diverse range of activities in which to get involved. An interest in people, information and technology is also crucial. Being able to drive is an advantage for this role.

Please note: An enhanced disclosure check with the Disclosure and Barring Service is a requirement of employment. The position is exempt from the Rehabilitation of Offenders Act 1974. Please note that a record of a conviction may not automatically prevent a candidate from receiving an unconditional offer of employment.