



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Learning Centre Assistant
<b>GRADE/SALARY:</b>	Scale F, £15,835.71 - £17,925.65 per annum ( <i>Please note that this salary is based on the post being term time only and includes holiday pay</i> )
<b>STATUS:</b>	Established
<b>DEPARTMENT:</b>	Learner Services
<b>HOURS:</b>	37 hours per week, term time only (39 weeks per year)
<b>REPORTS TO:</b>	Deputy Head of Learner Services & Libraries
<b>CAMPUS:</b>	Strode's College, Egham
<b>JOB PURPOSE:</b>	<p>To provide high quality customer service and support to learners in independent study time.</p> <p>To maintain a user friendly and efficient learning environment.</p> <p>To work with learners individually and in groups, providing support for their learning, development and progression.</p>

**NB This job description is current at the date of issue. It will be reviewed annually and may be updated by the Principal.**

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### The main duties and responsibilities of the post include the following:-

1. To contribute to the provision of a welcoming, supportive, customer focused environment for learners in line with wider Student Services.
2. To be the first point of contact for customers, both staff and students, and to handle and signpost enquiries, whatever their nature, in a friendly and professional manner.
3. To play an active role in managing learner behaviour, contributing to an environment conducive to independent learning and research.
4. To maintain a strong presence on the floor of the Learning Centre, assisting learners in their use of IT systems and software, undertaking basic IT troubleshooting and supporting independent learning.
5. To undertake projects, working directly with learners in groups and individually to deliver a range of activities and services that contribute to the personal development, health awareness, progression and participation needs of learners (including learner voice/committees, safety/health promotion, social inclusion, learner events and contract administration). Supporting students to improve their understanding of basic skills including English and maths, research, referencing and information retrieval skills and essay writing

6. To operate the Library Management System and other departmental procedures efficiently according to protocols.
7. To maintain records and statistics of activities undertaken, gaining feedback from students and parents at all opportunities, feeding into the College's self-assessment processes.
8. To undertake a range of library administrative duties as required, including shelving, supervision of work areas and ordering of materials and resources. Assist with tasks such as checking of resources, handling overdue fines, sale of stationery/ID, queries related to the use of computers and resources and provide a high level of customer service
9. To support the wider administrative functions of the Student Services department, including the administration relating to the tracking and monitoring of students who are in various student management procedures/at risk of not achieving.
10. Where applicable, assist the collections and resources coordinator with all aspects of resource collection and administration, including the cataloguing of new stock, stock taking and tidying.
11. To be familiar with the operation of the mobile devices and digital tools held in the Learning Centre and to handle the loan and return of these on a day-to-day basis.
12. Where appropriate, to liaise with parents / carers or curriculum staff to discuss the progress of or concerns with young people.
13. Providing content to be distributed to parents / carers and students to promote and inform in relation to the Learning Centre and wider Student Service functions.
14. To take responsibility for own Continuous Professional Development and regards to current developments in Further Education, particularly in relation to study programmes, information technology and the social/welfare issues affecting young people.
15. To undertake shift pattern, to include evening work as required including Open Events.
16. Any other duties commensurate with this post

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## NOTE

The post will be based at one of the current College campuses, but the duties of the job may require the post holder to work at any College campus or other location connected with the work of the College. Travel between the college's main campuses will form a requisite part of this post.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy.
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular
- The principles and procedures set out in the College's Safeguarding & Vulnerable Adults Policy.
- The principles and procedures set out in the Data Protection Policy

August 2019

## PERSON SPECIFICATION

### Learning Centre Assistant

	Essential	Desirable	Source of Evidence
<b>EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS</b>			
Educated to minimum Level 2 in Maths and English.	✓		AF
A qualification at level 2 or above in one of the following: Customer Service, Youth Work, Teaching, Tutoring or relevant experience of working in an educational or customer service focussed environment.	✓		AF
IT qualifications at level 2 or demonstrable advanced skills in Office 2013	✓		AF/ IV
<b>EXPERIENCE</b>			
Experience of successful working with young people in the 14-19 age group	✓		AF
Proven experience of working in a busy and demanding customer focused environment		✓	AF
Previous work experience in an academic library/information unit and experience of automated library systems		✓	AF
Experience of managing a complex administrative workload	✓		IV
Successful experience of organising and delivering events, activities, workshops or study groups for young people		✓	AF/IV
Experience of supporting individuals from a range of starting points, to improve their written and spoken English, Maths, study and employment related skills.		✓	AF/IV
<b>SKILLS / KNOWLEDGE / ABILITIES</b>			
Proven flexible approach to working practices including providing cover for team members	✓		IV
Proven ability to solve problems effectively and to use initiative	✓		IV
Proven excellent interpersonal skills, written and verbal, with the ability to communicate effectively with a wide range of people	✓		AF/IV
Ability to inspire and motivate young people	✓		IV
Ability to provide excellent customer service in a busy and demanding environment	✓		IV
Demonstrable knowledge of software/design/media packages such as Photoshop/Flash/Moodle/Web Design.		✓	AF/IV
Knowledge and abilities in the use of technologies such as tablets and other mobile devices		✓	AF/IV

Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview

All of the elements marked IV will be assessed at interview

All of the elements marked AF/IV will also be assessed at interview

All or some of the elements may be assessed by the Test/Presentation