

## **JOB DESCRIPTION**

<b>Post:</b>	Study Support Assistant (Croydon)
<b>Reports to:</b>	LRC Coordinator
<b>Hours of work:</b>	20 hours per week over 39 weeks (Term Time Only) Monday, Tuesday and Thursday
<b>FTE Salary:</b>	£23,741.87 FTE (Actual salary is £11,863.33)

### **CREATING GREAT FUTURES**

At Croydon College Group our staff are passionate and committed to achieve the very best outcomes for our students. We recognise and value our people as our most important asset in achieving each of the aspirations within our [College's Strategic Plan 2019-2024](#). We believe it is through our people that an excellent student experience will be delivered, and this will have a positive impact in our local community. We value inclusion and we are committed to the promotion of equality, diversity, and inclusion, ensuring we have a diverse, skilled, and motivated workforce who are empowered and engaged. This makes our College a unique, vibrant and rewarding place to work.

Our visions and values ensure that we put our students first and value our staff. You can view a short video on our vision and values [here](#).

### **PURPOSE AND SCOPE OF JOB ROLE**

To assist in the provision of an inclusive and supportive Learning Resource Centre.

#### **Main Duties and Responsibilities**

- Provide front-line customer service to enable learners to utilise the resources and equipment within the Learning Resource Centre.
- Facilitate the use of resources and equipment to ensure they are available and accessible to learners.
- Provide the relevant level of support, depending on the individual learner need, to enable the learner to identify, access and effectively utilise information through a variety of media and technologies.
- Support students with the integration of research skills, media and information literacy, and the use of a wide range of information resources into their curriculum.
- As part of a team, manage the environment and behaviour within the Learning

Resource Centre promoting inclusion, whilst ensuring they are conducive to learning, effectively accommodating differing learning styles and needs.

- Support research into new resources and equipment to ensure the provision within the Learning Resource Centre is accurate, innovative and current.
- Participate in delivering Induction, development and promotional activities to encourage, enable and increase learner access to the relevant resources required to support their learning.

## **General**

The post holder will undertake assigned responsibilities effectively and efficiently, and within regulatory and legislative requirements; achieve individual and corporate targets within the College's annual planning and staff performance review processes and budgetary constraints in order to create and maintain high performance of students and the College and:

- Everything we do has a Student Focus, with the following core values: Creativity, Respect, Aspiration, Integrity, Empowerment, Responsibility and Accountability.
- Actively promote the values of the College: student focus, responsibility, integrity, collaboration and respect.
- Actively promote British values and equality and diversity, recognising and actively challenging stereotyping, prejudice and discrimination, ensuring that these principles permeate all working practices, creating an inclusive learning environment and workplace for students and staff respectively.
- Ensure effective quality control and continuous improvement in all aspects of this post, in keeping with the College's existing and developing quality assurance systems.
- Be committed to professional development, through participation in the College continuing professional development programme which includes commercial upskilling, staff learning days and training events appropriate to the job role.
- Develop effective relationships with internal and external stakeholders and partners as appropriate to the role.
- Comply with and promote College Safeguarding (including prevent), Data Protection and Health and Safety policies and procedures and to undertake recommended training as and when necessary.
- Identify and manage risk effectively.
- Undertake such other duties as required, commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the College.
- Support cross college events such as Open Evenings and Enrolment sessions when required.
- Adhere to and ensure compliance with all College Procedures and as detailed in the Staff Handbook.
- At all times seek to serve the best interests of the College.
- To provide cover for colleagues during periods of holiday or sickness absence.

*NB: This job description outlines a range of main duties. It is not exhaustive and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.*

## PERSON SPECIFICATION

Please read the items in his Person Specification carefully. When completing your Application please describe and provide evidence of your knowledge, skills and experience in terms of the criteria below. Selection will be based on the Person Specification criteria.

	<b>Requirements</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Some understanding of library/learning resource and information systems and environment</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 2 English and maths</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Within a customer service environment</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Problem solving ability</li> <li>• Ability to work under pressure and meet deadlines</li> <li>• Excellent interpersonal and diplomacy skills</li> <li>• Competent in the use of the Microsoft suite of software specifically Outlook, Excel and Word</li> </ul>
<b>Attitude</b>	<ul style="list-style-type: none"> <li>• Model appropriate behaviour including conduct, dress code and timekeeping</li> <li>• Positive 'can do' attitude</li> <li>• Maintain confidentiality in relation to nature of the work.</li> <li>• Inclusive, collaborative and collegiate approach</li> <li>• Dedication and commitment to equality of opportunity</li> <li>• To work flexibly and efficiently whilst maintaining the highest professional standards and to promote and implement the policies of the College</li> </ul>

**June 2020**

## **SAFEGUARDING**

This post is recruited in line with Safer Recruitment practices. You must demonstrate in your application, your ability to work in a way that promotes the safety and wellbeing of children and young people. If you are successful, this post will be subject to an enhanced DBS check and other onboarding requirements in line with the [Keeping Children Safe in Education Guidelines](#).

## **STAFF BENEFITS**

Apart from our great location, our wonderful staff and positive culture, we also offer a range of other staff benefits. This includes:

- Generous annual leave
- Defined benefit pension schemes
- Cycle to work scheme
- IT salary sacrifice scheme
- UNIDAYS online discount
- Costco membership card
- TOTUM NUS Extra Card
- Annual season ticket loans
- On-site [Aura Hair and Beauty Salon](#) offering hairdressing, beauty and complementary therapies at competitive prices
- Access and use of the College library

We also value staff development and have 7 days a year planned for staff development, including elements of team development, socialisation and staff wellbeing.

## **Next Steps**

If you are as passionate about making a difference, we look forward to receiving your application and joining our great college group.



**Investors  
in Diversity  
Award**

Working  
Towards