Applicant Pack

NEWHAM COLLEGE LONDON



Job Title: Learning Resource Centre (LRC) Assistant

LOVE WHAT WE DO!

A welcome from the Principal and CEO

Dear Applicant,

Thank you for your interest in joining Newham College London.

This is an exciting time for our organisation. Following our merger with NewVIc Sixth Form Centre, we have entered a new chapter as the largest provider of post-16 education in the London Borough of Newham, with a broad and ambitious offer that supports learners, employers, and communities across East London.

At Newham College London, we are driven by a clear sense of purpose: to transform lives through education, opportunity, and inclusion. Our ethos of *One College, One Community* reflects the role we play not only in supporting individual achievement, but in helping to shape a stronger future for the borough we serve.

We are proud to work with over 11,000 learners each year across academic, technical, adult, supported and higher education pathways, supported by dedicated staff who make a genuine difference every day. Whether in the classroom, behind the scenes, or in a leadership role, every colleague contributes to the experience, opportunities, and outcomes we provide.

We want Newham College London to be a place where talented people can thrive — where professionalism, ambition, care, and collaboration are valued, and where staff feel part of something meaningful.

If you share our commitment to high standards, inclusion, and impact, I encourage you to apply. We would be delighted to hear from you and wish you every success with your application.

Jamie Purser
Principal & Chief Executive





Why work at Newham College

At Newham College, we're committed to cultivating success through continuous investment in our staff. As a leading-edge institution in the heart of East London, we embrace innovation, drive, and strong employer links, positioning ourselves at the forefront of transformational education and training for the communities we stand to serve. We set and maintain ambitious standards, attracting top talents in the industry.
From the application process to ongoing development, we prioritise treating all our employees with dignity, respect, and fairness.



Our Staff are the Bedrock of Our Success

Externally validated reports by Ofsted, Tribal, and Investors in People recognise the hardworking staff and the high staff morale that have and continue to make Newham College:

- A positive and stable workplace, where our staff feel valued and appreciated through popular end-of-year celebrations, CPD Days, and access to learning opportunities.
- London's top-performing Large FE College since 2018.
- An institution that has ensured its students have not been impacted by industrial disruptions in over 20 years, achieved through strong and positive relations with respective industrial unions.
- An Ofsted 'Good' grading with 'outstanding' features – Full Inspection April 2023.
- A place where our staff are optimistic and positive about how the college continually invests in its people and teams.
- An institution with an innovative culture that leads to improvements in infrastructure, environment, effective communication, and leadership accessibility.

About the Role

Brief overview of the role:

The Learning Resource Centre (LRC) is a central hub of support, offering access to a broad range of resources including digital tools, print materials, and e-learning platforms. The LRC team plays an important role in supporting students to achieve their goals by offering help with study skills, research, IT, and digital learning opportunities

As an LRC Assistant, you will play a key role in supporting students and staff across our Learning Resource Centres, helping them access a wide range of learning resources, digital tools, and technology-enhanced learning opportunities. You will provide excellent customer service, deliver workshops and inductions, support the day-to-day running of the LRC, and help create a welcoming, organised, and inclusive learning environment.

Contract Type:
Full time / Term Time Only

Start Date:
TBC

Hours:
36

Probation period:
4 months

Location:
Across all campuses

Grade: Business Support 4
Salary: £28,397 - £34,685

Pension:
Local government pension

Reporting to:
LRC Supervisor

Direct Reports:
N/A

Other Benefits:
Excellent employment benefits including generous annual leave, a public sector pension scheme and great opportunities for CPD



As an LRC Assistant, you will help manage the day-to-day operations of the LRCs, providing high-quality support to both students and staff. This includes assisting with print and online resources, technology assisted learning, and e-learning platforms, as well as delivering workshops and maintaining an organised and productive learning environment.

Job Responsibilities

List of key duties and responsibilities

- Provide a welcoming LRC service to students and staff, supporting the use of print and online resources, as well as digital learning platforms.
- Assist students with accessing college IT accounts, software, and digital tools for learning.
- Deliver workshops, study skills sessions, and LRC inductions to students and staff.
- Carry out a range of administrative and library duties, including managing bookings, cataloguing resources, stock taking, and issuing/returning resources.
- Promote LRC resources through creative displays, events, and participation in college activities.
- Maintain a positive learning environment by promoting discipline and safeguarding student health and safety.
- Collaborate with departments to meet resource needs and ensure an efficient learning environment.
- Assist in the preparation of events and activities, contributing to the overall development of LRC services.
- Participate in staff development opportunities and contribute to the college's Self-Assessment Report (SAR) and Quality Improvement Plan (QIP).
- Maintain accurate records, statistics, and contribute to service evaluations.

General

1. To be aware of the principles of safeguarding children and young people as they apply to the role. Actively promote and implement the College's Safeguarding Policy
2. To attend relevant training and meetings as required
3. To be committed to Continuous Professional Development (CPD) on an annual basis
4. To be involved in college staff development and training schemes and participate in PDR procedures within the school
5. To adhere to the College's Single Equality Scheme with respect to staff and students and champion inclusion in all practices
6. To comply with and implement the College's Health and Safety policy
7. To undertake any other reasonable duties and responsibilities as may be required

This job description and person specification is current at the date of issue. Changing organisational needs may require the job description to change, within reason, after prior consultation with the post holder.

Person Specification

Essential	Desirable
Qualifications	
• Level 2 English and maths qualification	• Relevant professional qualifications (e.g. in advice/guidance, student finance, or
Experience	
• Experience providing general administrative support, including record keeping, booking systems, or resource management. • Experience delivering information, guidance, inductions, or workshops to groups or individuals	• Previous experience in a learning environment (e.g., library, helpdesk). • Experience assisting learners or customers in using digital tools, online platforms, or IT systems. • Experience promoting services or resources through displays, events, or digital communications • Experience supporting the use of print and electronic resources such as e-books, online journals, VLEs, or digital learning software.
Abilities and Skills	
• Ability to deliver clear, supportive guidance to students and staff, both individually and in groups. • Ability to communicate confidently with a diverse college community, including learners with additional support needs. • Strong customer service approach, with a friendly, approachable, and professional manner. • Ability to troubleshoot basic IT issues and guide learners through login problems, navigation of learning platforms, and accessing online resources. • Ability to maintain accurate records, statistics, and resource inventories	
Personal Values	
• Commitment to the College values • Good understanding of Further Education and a commitment to enable equality of opportunity in all aspects of college • Promotion and celebration of cultural diversity • Enthusiasm, energy and dedication for the role	

Information for Applicants

Disclosure

This position is exempt from the Rehabilitation of Offenders Act (1974). As such, shortlisted candidates will be required to declare full details of any criminal background, regardless of whether the conviction is spent.

A criminal record will only be taken into account for recruitment purposes where the conviction is relevant to the position being applied for and, if this is the case, will not necessarily bar candidates from employment. Any decision will depend on the precise nature of the work, the circumstances and background to the offence(s). The same procedure will be followed for staff applying internally.

Further information about the Disclosure scheme can be found at: www.gov.uk/dbs. Copies of the DBS's Code of Practice and Newham College Recruitment Policy for posts requiring disclosure are available on request

Safeguarding Statement

Newham College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. All appointments will be made subject to the following recruitment checks:

- **Satisfactory medical clearance**
- **Evidence of the right to work in the UK**
- **Proof of identity**
- **Proof of National Insurance**
- **Satisfactory references covering a 3-year period and/ or 2 different references**
- **Satisfactory evidence of qualifications**
- **Enhanced Disclosure and Barring Service (DBS) clearance**
- **Barred List check**
- **Overseas criminal record check, if worked or lived outside of the UK 5 years prior to a conditional offer of employment is made**
- **Declaration of any disclosable, unspent criminal convictions, cautions or reprimands**
- **Prohibition check (Teaching and Curriculum Management staff only)**
- **Social media check**
- **Proof of qualifications**



Equal opportunities

Newham College recognises that equality of opportunity and the recognition and promotion of diversity are integral to its strengths. The following principles apply in respect of Newham College commitment to equality and diversity: To provide and promote equality of opportunity in all areas of its work and activity; To recognise and develop the diversity of skills and talent within its current and potential community; To ensure all school members and prospective members are treated solely on the basis of their merits, abilities and potential without receiving any unjustified discrimination or unfavourable treatment on any of the protected characteristics.

Recruitment Process

We aim to keep our recruitment process straightforward. However, because we work with children and vulnerable adults, we must follow Safer Recruitment principles throughout.

Application

To apply for a vacancy, please complete the online application form for the role you are interested in. We are unable to accept speculative CVs.

As part of your application, you will need to submit a supporting statement outlining how you meet each requirement in the person specification. This is an essential part of the assessment process and is used to determine who is shortlisted for interview.

Shortlisting

After the vacancy closing date, the recruiting manager will review applications and shortlist candidates for interview. The shortlisting process is carried out anonymously.

You will be informed within four weeks of the closing date wh0ether or not you have been shortlisted. Please note that we are unable to provide feedback on applications that have not been shortlisted.

Interview

Interviews are competency-based and held face-to-face at one of our sites. At least one panel member will be trained in Safer Recruitment practices, which will be followed throughout the interview.

To ensure fairness and consistency, our interviews follow a structured format. You may also be asked to complete a timed assessment or deliver a presentation. At the end of the interview, you will have the opportunity to ask questions about the role or the organisation.

After Your Interview

The successful candidate will be contacted by the recruiting manager as soon as possible after the interview. If you are not successful, we will also notify you promptly. Feedback can be provided on request.

Pre-Employment Checks

If you accept an offer of employment, you will need to complete the pre-employment checks outlined earlier in this pack.

Mandatory and Statutory Training

During your first week at Newham College, you will be required to complete all mandatory and statutory training relevant to your role.

Induction and Probation

When you join Newham College, you will receive an induction and be introduced to your team and workplace.

Throughout your probation period, 6 Months for Business support and 9th Months for academic, we will assess your suitability for the role, including whether your conduct and behaviours align with the College's Code of Conduct.