
TITLE: Senior LRC Assistant

GRADE: Scale 5

RESPONSIBLE TO: Campus Library Manager

PURPOSE OF JOB:

- To work with the campus librarian and management team to ensure provision of a high quality front line service to learners and staff.
- To assist and support learners and staff in their use of the learning resources centre.
- To oversee the day-to-day administration of the learning resources centre and task manage the work of the LRC assistants under the direction of the librarian and management team.

MAIN TASKS AND RESPONSIBILITIES:

1. In common with all other staff:

- 1.1 To support the College's mission, vision, values and strategic objectives;
- 1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.
- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external activities;
- 1.4 To implement the College's safeguarding policies and practices.
- 1.5 To implement your health and safety responsibility in line with the College's Health and Safety policy.

- 1.6 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
- 1.7 To ensure that data is handled in line with the General Data Protection Regulations.

2. In common with all other support staff:

- 2.1 To participate in College-wide projects and tasks.
- 2.2 To work in other support services areas to meet the specific needs of workload peaks.
- 2.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This will require working in other locations/sites of the College.

3. Particulars to the post: General duties in common with other LRC staff

- 3.1 To provide high quality customer care to learners and staff as part of a front line service.
- 3.2 Managing your own workload and task managing the day-to-day duties of the LRC assistants.
- 3.3 Manage the learning centre enquiry desk including:
 - Using the library management system (LMS) to register new users and update borrower records, maintaining confidentiality at all times.
 - Using the LMS to issue, renew and return library items and process reservations
 - Booking students on to PC's and observing local protocol for managing student use of IT.
 - Identifying complex requests for resources or information and referring them to a senior member of the team.
 - Answering the telephone and referring enquiries and calls to the relevant member of the LRC team.
 - Accurately recording bookings for LRC rooms.
 - Handling payments related to fines, lost books and sales of materials, and recording all transactions accurately following established procedure.
 - Resetting student passwords.
- 3.4 Supervise students using the LRC and promote an atmosphere conducive to learning, liaising with senior members of the team, duty manager and security staff to maintain an appropriate and safe learning environment.

- 3.5 Contributing to the review and development of LRC operational policy and procedure, and adhering to existing procedure in the execution of day-to-day responsibilities.
- 3.6 Work with the librarian and management team to co-ordinate delivery of the induction programme both in September and throughout the year.
- 3.7 In the absence of senior staff deal with all issues relating to the efficient running of the LRC and issues relating to student behaviour.
- 3.8 Assist students with disabilities and/or learning difficulties to access learning centre facilities as fully as possible, demonstrate any specialised equipment and report unresolved issues to the senior librarian.
- 3.9 Provide supervision and basic software support to students using the IT area including assistance with printing and guidance on accessing in-house systems.
- 3.10 Promote the LRC service and materials through attendance at college events, contributing to displays, and participation in learning centre events and activities.
- 3.11 Participate in the production of the annual student survey.
- 3.12 Attend and input to team meetings and follow-up on individual action points.
- 3.13 Provide support at other centres, sometimes at short notice, to cover absence through sickness.

Specific duties

- 3.14 Liaise with the Campus Library Manager to delegate responsibility for one or more particular areas of work to learning centre assistants, ensuring that administrative systems are maintained and accessible to the whole team. This list is not exhaustive, but may include areas such as:
 - Journals management
 - Display co-ordination
 - Overdue resources administration
 - Reservations
 - Stationery orders
 - Updating of relevant VLE pages
- 3.15 To assist/support users in the research and retrieval of information from a range of sources and directing complex/higher level requests to a Librarian or senior LRC colleague.
- 3.16 Maintain awareness of the range of online learning materials and promote them to staff and students.
- 3.17 Maintain a good working knowledge of the library collection and be able to direct students to appropriate resources.

- 3.18 Responsibility for financial administration including ensuring adherence to policy and procedure in financial operations, and maintaining accurate records of expenditure as directed by the Group Director of LRCs.
- 3.19 Shelve and tidy books according to the shelf tidying and stock checking procedure.
- 3.20 Under direction from the Campus Library Manager, ensure timely and accurate processing of all resources including, adding new items to stock and withdrawal, relabelling and repairs of existing items.
- 3.21 Participate in the regular stock maintenance process including annual stocktake.
- 3.22 Work with regard to regulations and policies on copyright, data protection, and health and safety.
- 3.23 Any other duties within the scope of service delivery as required by the Group Director of LRCs.

4. Person Specification:

	Attribute	Essential	Desirable
4.1	Educated to level three with a minimum of level 2 or above qualifications in English and maths.	X	
4.2	Experience of working in a library.	X	
4.3	Experience of working in an educational environment.		X
4.4	Ability to lead and motivate a team.	X	
4.5	Excellent interpersonal skills and the ability to communicate effectively in writing and orally and relate positively to staff and students' requests for information and assistance within a busy and demanding working environment.	X	
4.6	An understanding of the needs of young people and adults in a further education context and the confidence to manage behaviour in the Learning Resources Centre.	X	
4.7	Excellent IT skills including experience in using Microsoft packages and operational databases.		X
4.8	The ability to use initiative, organise and prioritise tasks, and identify opportunities for improvements within existing systems.	X	

4.9	Ability to manage and prioritise own workload and work with minimum supervision.	X	
4.10	An understanding of and commitment to promote the college's equality and diversity policies and practical ideas for their implementation in this post.		X
4.11	An understanding of the importance of GDPR and its relevance to this post.		X

Additional Information:

Hours of work: as per contract with fixed daily start and finish times between 8.00 and 19.00 by agreement.

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.