

JOB TITLE: Digital Learning Resource Advisor

ROLE OVERVIEW

Job Title: Learning Resource Advisor

Grade: EC4

Contact Hours: Up to 37 hours per week to be worked between 0800 and 1630 hrs, with occasional evenings according to service need over 52 weeks per annum.

Contract: Permanent

Department: Advice, Admissions and Learning Centres

Responsible to: Learning Resource Centres - Team Leader

KEY ROLE OBJECTIVES

Facilitate and encourage the use of the Learning Resource Centres (LRCs), by both staff and students, to function as extensions of the classroom. Allow learners to develop their independent learning and digital skills in an accessible and productive environment.

To undertake assigned duties and responsibilities effectively and efficiently, ensuring that all actions are discharged within the regulatory and legislative requirements to which the college is subject, and

- with full regard for the college's equality, diversity and health and safety requirements.
- to achieve individual and team targets assigned through the college's annual planning and staff performance review processes.
- within the approved income and expenditure budgets.
- subject to the college's approved strategies, policies, and procedures.

MAIN RESPONSIBILITIES:

1. Provide first line support for staff and students in our Learning Resource Centres (LRC).
2. Promoting and sign-posting a range of online and physical LRC services, including delivering workshops or supporting 1:1 on key topics for students.
3. In the LRCs we are focused on supporting students' learning journeys through digital tools that can aid independent learning skills whilst at college.

LIBRARY SERVICES

1. Manage the help desk and provide first line support for all customer enquiries, issues, and complaints from students, as well as assisting members of staff with their related enquiries.
2. To provide multifunctional library services to include the management of the physical library stock, operate lending services, referencing services and maintain IT booking systems.

- 3 To support basic IT enquiries, signposting to other departments, when necessary, whilst proactively working to improve and streamline service procedures. Typical enquiries include Wi-Fi connectivity; password reset; cloud storage; printing; using Office 365 including Teams; and a variety of digital learning platforms and technologies.
- 4 To support the college in the issuing of Student ID Cards, through both group bookings and ad-hoc requests.
- 5 Supporting in our not-for-profit Art Shop, which provides art materials for learners at an affordable rate, with excellent customer service and product knowledge.
- 6 Ensuring accurate equipment checking for our media hire service, to accommodate for the need of equipment in certain areas of the college.
- 7 Provide support for the Learning Resources Co-ordinator, as required, to assist with the classification and maintenance of new resources.
- 8 To maintain high standards of housekeeping and tidiness in the LRC and other service spaces to encourage a positive learning environment.
- 9 Manage standards of student behaviour, according to defined protocols, to ensure the LRCs are a positive and respectful working environment.
- 10 Provide administrative support for any LRC activities.

DIGITAL AND INDEPENDENT LEARNING SKILLS SERVICE TO STUDENTS

1. Build positive working relationships with faculties that are linked to the relevant Learning Centre to foster excellent communication bridges, a greater understanding of key topics and issues, whilst maximising our digital resources and facilities.
2. Work with faculty staff in your relevant LRC area to build knowledge and understanding of the required sector specific digital technologies and skills for those students.
3. Conduct and support digital skills assessments leading to signposting for further training.
4. Be proactive in promoting and encouraging the use of digital learning technologies, face to face or using digital tools.
5. Ensure a suitable range of sector specific services and learning opportunities are provided to meet the needs of students.
6. Create engaging sector specific and generic learning resources for workshops and for student's independent use.
7. Deliver engaging workshops and 1:1 support to enhance students digital and independent learning skills, face to face or using digital tools.
8. To create, adapt and deliver engaging student induction resources and workshops face to face and/or virtually.
9. Evaluate the services provided to identify areas for improvement.

OTHER RESPONSIBILITIES

1. To ensure personal responsibility for continued professional development and research of sector specific areas.
2. To work independently and as part of a team to deliver an excellent customer experience.
3. To support the wider AAL department at cross college events.

MANDATORY DUTIES

1. Responsibility for safeguarding and promoting the welfare of children and vulnerable adults in college.
2. Commitment to equal opportunities.
3. Commitment to British Values and the Prevent Agenda.

ADDITIONAL DUTIES

To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the College at the initial place of work or any other of the College's sites within the Exeter area.

To promote and conduct your professional duties and responsibilities within the parameters of the colleges agreed values and aims.

This job description is current at the review date. In consultation with the post holder, it is liable to variation by the College to reflect actual, contemplated, or proposed changes in or to the job.

Reviewed: June 25

Person Specification

JOB TITLE – DIGITAL LEARNING RESOURCE ADVISOR

Assessment Criteria

- Evaluated on application form (A) and/or interview (I)

Experience

Essential Criteria:

- Excellent communication skills: oral - and written (A/I)
- Excellent attention to detail (A/I)
- Ability to communicate to with colleagues at all levels and ensure that messages are clearly understood (A/I)
- High level of numeracy and ability to prepare statistical reports (A/I)
- Ability to use initiative and to adopt an active approach to problem solving (I)

Desirable Criteria:

- Previous work in library or educational environment (A)
- Experience in delivering 1:1 and/or group workshops (A)

Skills and Abilities

Essential Criteria:

- Excellent IT skills including practical use of the internet and Microsoft365, including Teams (A/I)
- Approachable and constructive; assertive when necessary (I)
- Ability to prioritise, meet deadlines and work under pressure (A/I)
- Enthusiasm and confidence to deliver information to groups in an engaging manner (I)

Desirable Criteria:

- Excellent organisational and planning skills (A/I)
- Excellent presentation skills (I)
- Skills or experience of content creation using a variety of digital tools, including Adobe Creative Suite and website-builders (e.g Wordpress) (A/I)
- Skills or experience using creative media and photography equipment, and troubleshooting equipment issues (A)

Personal Qualities

Essential Criteria:

- Flexible, adaptable and willing to work as part of the team (I)
- Willingness to work flexibly across different spaces and support department activities.
- Good negotiating skills combined with tact and diplomacy (I)
- Friendly and outgoing manner (I)

Qualifications

Essential Criteria:

- Educated to a minimum of Level 3 including Maths and English GCSE grade C or above (A)

Desirable Criteria:

- Award in Education or willing to work towards (I)

Mandatory Requirements

Essential Criteria:

- Commitment to safeguarding (including Prevent) and promoting the welfare of children and vulnerable adults (I)
- Commitment to equal opportunities (I)

Reviewed: June 25

OUR VALUES ARE WHAT MAKE US, US!

VISION: To be an exceptional College

MISSION: To shape futures by delivering world-class education and training for our city and region

AMBITION

- We are challenged and encouraged to push boundaries to enable us to realise our ambitions
- We are brave and take decisions that transform lives and foster achievement for all
- We are agile, future-focused and embrace digital technology and learning
- We believe in impact; we are passionate about our community and environment and continue to make big changes in order to play our part in creating a sustainable city and College

COLLABORATION

- We collaborate with others to ensure we grow, thrive and initiate brilliance
- We are bold and innovative; we listen to and learn from others in pursuit of the exceptional
- We care about place; we collaborate with others to ensure success for our community that has national impact
- We believe that we are stronger together and actively seek out partnerships that make a difference and help us enrich our College

ENERGY

- Our expertise, passion and actions energise and enthuse those around us
- We care and support our people and our community. We believe that we excel when we are empowered, engaged and enjoy our time at College
- We are curious; we focus on solutions, not problems
- We are proud of our achievements and actively seek out opportunities to celebrate these and set ourselves our next challenge.

 **AMBITION**

 **COLLABORATION**

 **ENERGY**

BE EXCEPTIONAL 