

**Job Description**

**Job Title:** **Learning Resources Assistant**

**Grade: 4 (up to point 16)**

**Responsible to: Campus Librarian**

### Introduction

**The College Group’s Vision and Values are embodied in the following statements:**

1. The acquisition of knowledge which is linked to tangible skills development in a safe learning environment is the essence of a quality learning experience. If this process also challenges reasoning, planning and individual organisation then it will develop valuable learner skills allowing individuals to realise their full potential. The College Group is committed to widening participation in all its learning activity and is committed to making provision available at all academic levels to match the diverse needs of our learners.
2. The College Group is committed to the principles of partnership and collaboration with a range of likeminded organisations on a local, regional, national and international basis and will deliver its Vision and Values through a culture of a professional, open and self-critical organisation that embraces change and believes in high quality and where responsible contribution of individuals is encouraged and valued at all levels.
3. The College Group is committed to encouraging and demonstrating enterprise, entrepreneurialism and innovation amongst learners and staff through the curriculum and to developing the commercial activity of the College.

**What will I be doing? (Contribution statement)**

The Learning Resources Assistant will be based in the Sparsholt College Library/Andover College Study Centres as a member of the Learning Resources department, and will be expected to work flexibly to ensure the widest possible access for students and staff to resources and facilities.

The post holder(s) will assist in the provision of the Library/SCs working directly with students and staff to support the academic work of the College Group.

This is a constantly developing area with a focus on customer service, teaching and learning support. This demands flexibility and a willingness to learn new skills, particularly in the area of Information and Computer Technology.

**Main Duties and Responsibilities**

1. To participate in the day-to-day operation of the Library/SCs including organising and maintaining stock, processing and shelving resources, issuing and returning stock using the Library Management System (Heritage).
2. To provide customer service to assist users in locating and using the resources, facilities and equipment available within the Library/SCs.
3. To answer enquiries and assist in the provision and promotion of information, user education and learning support services, including the production of leaflets and creation and maintenance of displays.
4. To provide support for students and staff in the use of ICT and online learning resources. This includes student IT inductions, internet resources, online databases, Microsoft Office, OpenAthens, Teams/Moodle/Ledge (the College digital learning platforms) and other multi-media applications.
5. To assist staff in the production of learning materials and maintenance of Moodle/Ledge pages as well as MS Teams. This includes PowerPoint presentations, leaflets and Moodle quizzes.
6. To assist in the identification of learning resources to support the curriculum, including off-air recordings, webpages and published resources.
7. To use the computer booking systems MyPC and R&R to reserve and allocate computers and other ILT equipment to staff and students.
8. To take part in maintenance/troubleshooting processes linked to the front-line delivery of College digital learning platforms (i.e. MS Teams/Moodle/Ledge). This includes undertaking allocated jobs from the ILT\_Support email inbox to assist the DigiEd team in providing an effective service for staff and students.
9. To assist students and staff in the use of emerging technologies.
10. To assist with the supervision of Library/SC users, ensuring that the environment is conducive to learning.
11. To handle cash and take credit card payments associated with print credits, library fines and general income.
12. To assist the Campus Librarian in the administration of the Inter-Library Loan Scheme.
13. To assist with particular administrative tasks as required to include journal circulation, photocopying, scanning, basic statistics and filing.
14. To liaise with academic staff in matters pertaining to the post and to participate in Sparsholt College Group groups and projects as appropriate.
15. To participate fully and positively in staff development opportunities to improve effectiveness, develop skills and update knowledge.
16. To deputise for other members of staff as required.
17. To support a broad range of learning activities within the Library/SCs including start of years’ student induction.
18. To adhere to College Group Policy in all matters of data protection and health and safety, quality assurance systems and contribute to the continuous improvement of customer services.
19. To undertake any other duties commensurate with the grade as the line manager or above may responsibly request from time to time.

Date Description prepared: 18/01/21

Written by: HoL&Q

Approved by SLT Member:

**Notes:**

*This job description outlines the main duties and key performance outcomes of the role. It is not exhaustive and may be varied by the College following consultation with the post holder.*

*The job description, duties and key performance outcomes must be reviewed annually with the line manager and approved by a member of the Strategic Leadership team.*

# Person specification/Competency Profile

**Learning Resources Assistant**

***When completing you application form please evidence how you fully meet each of the essential criteria***

|  |  |
| --- | --- |
| **skills and core competencies** | How Measured |
| **Technical competency and knowledge (qualifications and training)**1. 3 ‘A’ levels including English. (E)
2. ECDL, ITQ or equivalent. (D)
 | Qualification certificatesApplication, interview, case study, presentation and references  |
| **Experience, knowledge and judgement**1. Previous experience of working in a library, information or IT environment. **(D)**
2. Background in training or experience of dealing with customers and resolving their problems. **(D)**
3. Administrative experience **(D)**
4. Microsoft Office Software. **(E)**
5. Internet **(E)**
6. Emerging technologies including hand held devices. **(E)**
7. Library systems. **(D)**
8. Current trends in education and technology. **(D)**
 | Application/references/presentation/case studyApplication/references/presentation/case studyApplication/references/presentation/case studyApplication/references/presentation/case studyApplication/references/presentation/case studyApplication/references/presentation/case studyApplication/references/presentation/case studyApplication/references/presentation/case study |
| **Skills and Personal Qualities**1. Excellent communication skills, both written and oral. **(E)**
2. Proficient IT Skills. **(E)**
3. Ability to work with young people and adults. **(E)**
4. Ability to establish effective working relationships with diverse individuals. **(E)**
5. Ability to work systematically and follow procedures. **(E)**
6. Accurate filing, numerically and alphabetically. **(E)**
7. General administrative skills. **(E)**
8. Customer focused. **(E)**
9. Enthusiastic about learning. **(E)**
10. Keen to undertake staff development opportunities. **(E)**
11. A team worker. **(E)**
12. Willing to work flexibly and independently. **(E)**
 | Application/interview questionsApplication, interview questionsApplication, interview questionsApplication, interview questionsApplication, interview questionsApplication, interview questionsApplication, interview questionsApplication, interview questionsApplication, interview questionsApplication, interview questionsApplication, interview questionsApplication, interview questions |
| **Circumstances**1. Act as a member of a team working towards a multi-skilled environment. **(E)**
2. Able to undertake the physical demands of working in a busy LRC. **(E)**
3. Able to work outside of normal hours, able to lone work, and travel between campuses/sites. **(E)**
 | Application, interview questionsApplication, interview questionsApplication, interview questions |