

Learning Resource Centre Assistant

Grade: 3

Line Manager: LRC Manager

Key purpose of the role

- 1.1** To improve student achievement and progression by providing a helpful and efficient LRC service which assists staff and students across a range of College programs.
- 1.2** As a member of the LRC team, to participate actively in the day-to-day development and delivery of a responsive, customer-focused service for a number of initiatives.
- 1.3** This post will contribute to the achievement of the College's single corporate objective - **improving student's achievements** - by undertaking the following specific responsibilities. What follows is not intended to be an exhaustive or definitive list; other duties may be required as necessary.

Key responsibilities

- 2.1** Assisting and supporting students and staff in the selection and use of learning resources and equipment for both independent user study and to support teaching for learning. Also assisting in the development and administration of resources.
- 2.2** Providing solutions and advice to application and operational ICT enquiries (including use of equipment, email and user account maintenance, reporting of faults).
- 2.3** Assisting with the College UCAS application program including checklists, Pre-check of student applications and dissemination, collection and following up on Student actions/inactions on assigned Tutorial tasks
- 2.4** Assisting in display work.
- 2.5** Assisting with the day-to-day organisation, security and tidy appearance of the LRC areas ensuring necessary resources are available and maintaining a quiet study environment
- 2.6** Assisting with the taking of lesson registrations as guided by the LRC Manager.
- 2.7** Providing cover for all parts of the LRC Team in all four rooms (the LRCs and the Library).
- 2.8** Participation in developmental projects as requested by the LRC Manager, ensuring that the service offered to staff and students continues to evolve in line with College needs.

2.9 Any other reasonable duties that may be required to support the effective delivery of Support services or the wider College.

Other responsibilities

3.1 Comply with policies and procedures relating to fraud and irregularities, child protection, safeguarding, pastoral issues, health and safety, security, confidentiality and UK General Data Protection Regulation, reporting all concerns to the appropriate person.

Knowledge, Skills and Experience

Category	Knowledge, Skills and Experience	Essential/ Desirable
Communication and IT	<p>Good knowledge of general productivity applications (especially Microsoft applications)</p> <p>Proficient in the use of applicable content packages and use of internet for research purposes.</p> <p>Keeping up-to-date with new packages.</p> <p>Behavioural management skills</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>
Customer service	<p>Excellent customer service, customer care and interpersonal skills.</p>	<p>Essential</p>
Other	<p>Ability to follow up on actions and tasking</p> <p>Excellent attention to detail</p> <p>Flexible and willing approach</p> <p>Excellent organisational skills</p> <p>Good planning skills</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Job requirements	<p>Able to work outside of normal College working hours for events</p>	<p>Essential</p>