

## Learning Resource Centre Supervisor Job Description

**Responsible to:**

**Pay Scale: 5**

**Hours of work:**

Full or part time, term time only

### **Main Purpose of Post:**

Responsible for supervising students working in the LRC, monitoring appropriate use of ICT, registering cover lessons and distributing work for cover lessons. The post holder is required to ensure that students behave appropriately whilst they undertake independent study and that they remain in the LRC for the duration of their cover lesson. The post holder is also required to monitor and maintain ICT equipment prior to referral to ICT support.

Responsible for the provision of comprehensive administration and customer service, primarily for post 16 provision to support the educational ambitions of an evolving organisation that strives for distinction and is progressive, innovative and bold.

### **Main Responsibilities of Post:**

To work with minimal supervision, effectively supporting students in the LRC as well as ensuring administrative tasks are completed to deadlines accurately.

- Organise and co-ordinate the day to day workload and running of the LRC.
- Provide support to students to aid them in the completion of work set.

To supervise the LRC on a daily basis, registering cover lessons and distributing work for cover lessons.

- Ensure students behave appropriately when undertaking independent study in the LRC or when completing work for cover lessons, remaining in the LRC for the duration of the cover lesson and keeping to task.
- Update displays, order supplies and ensure the space is appropriately resourced and presentable as an attractive learning resource centre that meets the needs of users

To provide a comprehensive, high quality customer focused service.

- Deal effectively with a range of enquiries primarily through face to face contact and e-mail to ensure that as many as possible are resolved at first point of contact, only escalating to others where this is appropriate and essential and with the required information.
- Deal with complex enquiries and complaints with courtesy, tact and sensitivity.
- Project a positive image of South Hunsley and maintain high standards of customer service, acting as a brand champion, to uphold a coherent brand message across all forms of communication.
- Build effective relationships with stakeholders, both internal and external.
- Comply with the Data Protection Act, the Freedom of Information Act and South Hunsley's requirements on confidentiality.

To provide a highly proactive administrative service to the Sixth Form team primarily, for post 16 provision services including typing, reprographics, registering of students, development and maintenance of spreadsheets and other general administrative functions using all aspects of Microsoft office and bespoke software systems.

Ensure systems and processes are continually reviewed in a dynamic, changing environment and contribute ideas and suggestions on systems and procedures to improve service performance and customer service.

The post holder will work closely with other members of the Sixth Form and Corporate Services teams.

The post holder will be responsible and accountable for delivering a high quality user service and providing appropriate and swift administrative and business support. He/She will be required to act on his/her own initiative or on the authority delegated from their assigned manager.

## **General**

This job description is not intended to be a complete list of duties and responsibilities, but indicates the major requirements of the post. It may be amended at a future time, to take account of the developing needs of the service. The post holder will undertake any other duties at the request of the CEO.

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.

The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibilities for Health and Safety on all employees. Therefore it is the post holder's responsibility to take reasonable care for Health and Safety and Welfare of him/herself and other employees in accordance with legislation.

The above duties may involve having access to information of a confidential nature which may be covered by the Data Protection Act, GDPR and by Part 1 of Schedule 12A to the Local Government Act, 1972. Confidentiality must be maintained at all times.

*The Education Alliance is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are carefully screened prior to appointment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_