

Job Description and Person Specification



Learning Resources Assistant

Salary:	£8,940 - £10,086pa inclusive
Hours:	18 hours per week for 40 weeks per year
Leave:	This post is term time only, all leave should be taken when the college is not in session.
Reports to:	The College Librarian
	Works closely with: Students, College staff including teachers, premises staff, IS technicians and i-learn staff
Location:	This post will be based at the Main Campus, Isleworth

The purpose of the post is: To assist in the delivery of a high quality, customer-focussed LRC with IT facilities at the College, supporting teaching and learning by carrying out a range of mainly front line duties.

The main duties and responsibilities are to:

1. Undertake LRC desk/information point duties including issuing, renewing and returning of loan materials using the library LMS Heritage Cirqa. These duties normally include at least one late evening and one early morning session to maintain the 8:30am to 8:00pm opening hours.
2. Contribute to the provision of front line support, assisting users to locate items using the OPAC and basic IT support including use of MS Office, Moodle and online databases.
3. Assist users with using the networked print/copy/scan system (Uniflow).
4. Assist with general enquiries, providing information about services and resources available and ensure excellent customer service at all times.
5. Handle petty cash for payment of fines, sale of stationery and print account top up.
6. Assist with maintaining an environment conducive to both group and individual learning.
7. Assist in maintain a productive environment for learning by keeping spaces tidy and equipment running well; and encouraging positive student behaviour by skillfully managing inappropriate behaviour, in line with agreed guidelines and procedures and in conjunction with teaching staff and other colleagues.
8. Assist with shelving and tidying.
9. Assist the Librarian with processing and repair of materials.

10. Be responsible for the day to day receipt, display and management of all journals using the LMS and subscription agent's database.
11. Be involved in the delivery of induction sessions and follow up support, assisting students and staff to explore paper based and electronic learning resources, including multimedia, online databases, intranet and VLE.
12. Assist colleagues to further develop and promote the use of e-resources and non-traditional forms of learning.
13. Occasional cover for ilearn assistant role - Provide support for students who are timetabled for independent learning (I-Learn), including the timely completion of class registers and liaison with curriculum staff to ensure that independent learning is fully supported.

Other duties:

1. Carry out administrative tasks commensurate with role, following established systems and procedures and using relevant IT packages.
2. Have a clear understanding of, and deliver services within the framework of relevant legislation, such as Health and Safety, Copyright, Data protection and Freedom of Information.
3. Work towards Quality Assurance targets and participate in the annual review and monitoring cycle.
4. Carry out any broadly comparable duties which may from time to time be required
5. Promote a positive image of the college in all contacts with students, employers and professional bodies
6. Adhere to and comply with the College Financial Regulations
7. Undertake any training necessary to meet the demands of the post
8. Undertake additional duties at enrolment, open days, awards' ceremonies and examination times as required.
9. Carry out any other reasonably comparable duties that may be required from time to time.

Person Specification

Please study the items in this person specification carefully and when completing your application form try to describe your knowledge, skills and experience in terms of those particular items:

1. Experience of working in a Library/Learning Resources Centre information desk.
2. Good standard of general education and/or vocational education including Level 2 English and maths.
3. Competent in the use of ICT and the internet. Experience of a word-processing package and spreadsheet package is required (the College uses MS Word and Excel).
4. Good organisational skills and able to demonstrate a systematic approach to tasks which are subject to deadlines.
5. Excellent written and oral communication skills.
6. Good interpersonal skills and enjoy working as part of a team.
7. Proactive and flexible attitude to work, willing to implement new systems and technology.
8. Able to undertake regular early evening or early morning work to open the LRC (This is likely to be one day per week).
9. Have an awareness and understanding of equal opportunities, Health & Safety and Data Protection legislation.

Equality and diversity

West Thames College champions excellence, integrity, equality and respect.

This means we aspire to the highest achievements for our students and the best possible working environment for our staff.

The whole college community - women and men, younger and older, from different , social and ethnic backgrounds, a variety of faiths, cultures and languages, lesbian, gay and straight, disabled and non-disabled – we are all treated with the same respect and entitled to the same chances to succeed.

We champion diversity because we know that a rich mix of people makes the college a more productive and creative place to study and work.

And we champion equality because it is the right thing to do.

Closing date: 16 August 2019

Reference No: 3LER011

Interview date: 27 August 2019

Conditions of Service

Contract:	Permanent 18 hours per week for 40 weeks per year
Salary:	£8,940 - £10,086pa inclusive Please note the salary range for this post is points 21 – 25 on the Support Staff scales. Progression up the incremental pay scale is automatic and awarded on 1 April annually. New entrants are placed on point 21
Pension:	Staff are entitled to participate in the Local Government Pension Scheme subject to its terms and conditions.
Hours:	18 hours per week for 40 weeks per year. Distribution of hours to be discussed but cover required on a Friday for the core of the day, largely providing front line customer information point duties on that day.
Probation:	Employees who commence their employment between 1 September and 31 May inclusive will be subject to 26 weeks probation before their employment can be confirmed as permanent. Employees, who commence their employment between 1 June and 31 August, and those with term time only contracts, will be subject to 36 weeks probation period before their employment can be confirmed as permanent. The extended period of probation is ensure that there is an adequate period of “normal” working during which to provide support and assess an employee’s performance.
Disclosure	The post will be offered subject to an enhanced Disclosure satisfactory to West Thames College which will be conducted by the Disclosure and Barring Service.