

JOB DESCRIPTION

JOB TITLE:	Learning Centre Assistant
GRADE:	Scale G £20,744.43 - £23,056.56 (£23,695 - £26,336 FTE)
HOURS:	37 hours per week, term time only (39 weeks per year)
REPORTS TO:	Curriculum Administration Support Manager
RESPONSIBLE FOR:	The day-to-day supervision of the Learning Centre, supporting students, providing references and status letters.
CAMPUS:	Strode's College
JOB PURPOSE:	<p>To provide high quality customer service and support to learners during independent study time</p> <p>To maintain a user friendly and efficient learning environment.</p> <p>To work with learners individually and in groups, providing support for their learning, development, and progression.</p>

NB This job description is current at the date of issue. It will be reviewed annually and may be updated by the principal.

Main Duties

1. Day to day supervision of the Learning Centre resources and student usage.
2. Provision of Status and Reference letters as and when requested, including maintenance of the inbox.
3. Supporting the wider Student Services department with cover or administrative work as required.
4. Enriching the learning spaces, focussing on key college and EDI themes.

1. Day to day supervision of the Learning Centre

- 1.1 To contribute to the provision of a welcoming, supportive, customer focused environment for learners in line with wider Student Services
- 1.2 To play an active role in managing learner behaviour, contributing to an environment conducive to independent learning and research.
- 1.3 To maintain a strong presence on the floor of the Learning Centre, assisting learners in their use of IT systems and software, undertaking basic IT troubleshooting and supporting independent learning, including study skills, when and if required.
- 1.4 To undertake projects, working directly with learners in groups and individually to deliver a range of enrichment activities and services that contribute to the personal development, health awareness, progression and participation needs of learners (including learner voice/committees, safety/health promotion, social inclusion, learner events and contract administration). Supporting students to improve their understanding of basic skills including English and maths, research, referencing and information retrieval skills and essay writing.
- 1.5 To operate the Library Management System and other departmental procedures efficiently according to protocols.
- 1.6 To undertake a range of library administrative duties as required, including shelving, supervision of work areas and ordering of materials and resources. Assist with tasks such as checking of resources, handling overdue fines, sale of stationery/ID, queries related to the use of computers and resources and provide a high level of customer service

2 Provision of Status and Reference letters as and when requested

- 2.1 Provide references and status letters as per college protocol on recognised documentation
- 2.2 Maintain accurate records of requests and distribute requests to the wider team involved in supporting the process
- 2.3 Provide the curriculum administration manager with monthly updates

3 Supporting of the wider college community as and when requested

- 4.1 To be the first point of contact for staff, students and parents, and to handle and signpost enquiries, whatever their nature, in a friendly and professional manner.
- 4.2 To support the wider administrative functions of the Student Services department, including the administration relating to the tracking and monitoring of students who are in various student management procedures/at risk of not achieving
- 4.3 Where applicable, assist the Curriculum Administration Support Manager with all aspects of resource collection and administration, including the cataloguing of new stock, stock taking and tidying, work with students and supporting a range of student needs.
- 4.4 Where appropriate, to liaise with parents / carers or curriculum staff to discuss the progress of or concerns with young people.

4.5 To undertake a shift pattern, to include evening work as required including Open Events.

4 **General Duties**

4.1 Promote a teaching, learning and working environment that is free from discrimination, harassment and bullying and where all students and staff feel safe to express their individuality.

4.2 To follow the colleges safeguarding procedures and promote the welfare of students.

4.3 Maintain student morale and discipline within the college site.

4.4 Through CPD ensure you keep up to date with relevant industry and academic development.

4.5 Conduct yourself whilst undertaking college duties within the parameters of the Group's values.

4.6 Any other duties commensurate with the level of responsibility within the Group.

NOTE

This post is not exempt from the Rehabilitation of Offenders Act 1974. For further details on our policy on the Recruitment of Ex-Offenders can be found [here](#).

PERSON SPECIFICATION

Learning Centre Assistant

	Essential	Desirable	Source of Evidence
EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS			
Educated to minimum Level 2 in Maths and English.	X		AF
A qualification at level 2 or above in one of the following: Customer Service, IAG, Youth Work, Teaching, Tutoring or relevant experience of working in an educational or customer service focussed environment.		X	AF
IT qualifications at level 2 or demonstrable advanced skills in MS and Google Desktop and online platforms.		X	AF/ IV
EXPERIENCE			
Proven experience of working in a busy and demanding customer focused environment	X		AF
Previous work experience in an academic library/information unit and experience of automated library systems		X	AF
Experience of managing a complex administrative workload	X		IV
Successful experience of organising and delivering events, activities, workshops or study groups for individuals or young people		X	AF/IV
Experience of supporting individuals from a range of starting points, to improve their written and spoken English, Maths, study and employment related skills.		X	AF/IV
SKILLS / KNOWLEDGE / ABILITIES			
Proven ability to work with young people, supporting personal development.	X		AF
Proven flexible approach to working practices including providing cover for team members	X		IV
Proven ability to solve problems effectively and to use initiative	X		AF / IV
Proven excellent interpersonal skills, written and verbal, with the ability to communicate effectively with a wide range of people	X		AF/IV
Ability to provide excellent customer service in a busy and demanding environment	X		AF / IV