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**Job Description**

**Learning Centre Co-ordinators**

# Job Title: Learning Centre Co-ordinators

Grade: Scale 4

Hours: 23 hours per week, 39 weeks per year to cover term times

Reporting to: Learning Resource Manager

Base: Harrow on the Hill and Harrow Weald Campuses

**MAIN SCOPE OF POST:**

Working as part of a proactive, innovative and responsive Learning Resource Centre (LRC) team to deliver a professional and customer focussed Learning Resource service to students and staff within the College. To assist in the delivery of the LRC Study Skills programme in order to develop, promote and support the use of resources and software to provide a full range of quality information services to users.

Tobe present

**Customer service responsibilities**

* To supervise busy open access spaces, implementing the College’s behaviour management policy and to be an effective presence at all times
* Provide first line support for students with Microsoft Office software and digital skills
* Liaise with IT Services to ensure technical problems are dealt with efficiently to minimise disruption to users
* Assist in the collection of LRC survey information
* Assist in the delivery of induction and subsequent training sessions for students
* Be competent in the use of technology to support learners to access their studies online
* Increase students' enthusiasm for enrichment activities in the LRC through the organising and running of groups and events
* Identify and understand students’ needs for information and be able to source relevant resources in a variety of formats both print and electronic.

Administrative responsibilities

* Liaise with a specified Curriculum area to advise and identify their learning resource needs by attending team meetings
* Carry out resource ordering
* Carry out shelving/ tidying of resources and stock checks on a regular basis
* Assist in the preparation of electronic LRC resource guides
* Update LRC information on the website
* Assist in the collection of usage data for learning resources
* Assist the Learning Resource Manager with the administration of budgets
* Assist in marketing of LRC resources by preparing materials for display screens and app posts.

Responsibilities as an Employee of the College

1. Take an active part in the appraisal and mentoring processes
2. Comply with the College’s Health and Safety Policy and its implementation
3. Comply with and actively promote the College’s Equality and Diversity Policy
4. Participate in and contribute to the College’s in-service staff development and training activities
5. Participate in exam invigilation and enrolment duties as and when required
6. Carry out all other duties as may be reasonably required by the Learning Resource Manager

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| **Further Education is an ever-changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.** |

**Learning Centre Co-ordinators**

###### Person Specification

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| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **How assessed?\*** |
| Qualifications |  |  |  |
| Educated to a good standard including GCSE English and maths at minimum of Grade 4 or equivalent | **ü** |  | Cert/AF |
| Educated to Level 3 e.g. A level or above |  | **ü** | Cert/AF |
| Knowledge |  |  |  |
| Good working knowledge of standard Microsoft Office software software including Teams | **ü** |  | AF/IV |
| Good technical knowledge and skills, and ability to troubleshoot and deal with technical enquiries | **ü** |  | AF/IV |
| Able to instruct others in the use of technology | **ü** |  | AF/IV |
| Skills and Experience |  |  |  |
| Ability relate to learners positively and firmly | **ü** |  | AF/IV |
| Ability to supervise the learning environment and manage students’ behaviour effectively | **ü** |  | AF/IV |
| Excellent communication and interpersonal skills | **ü** |  |  |
| Good organisational skills | **ü** |  | AF/IV |
| Experience of working in a busy, customer focused environment | **ü** |  | AF/IV |
| Ability to provide an excellent standard of customer service | **ü** |  | AF/IV |
| Good literacy skills | **ü** |  | AF |
| Ability to design and deliver effective study skills and digital literacy sessions to groups of learners aged 16-19 | **ü** |  | AF/IV |
| Ability to work under pressure and prioritise workload | **ü** |  | AF/IV |
| Ability to use own initiative and work flexibly, and able to commence work at 8.30am and work until 7pm when required and cover Harrow-on-the-Hill and Harrow Weald when required | **ü** |  | IV |
| Ability to work effectively as part of a team | **ü** |  | IV/AF |
| An understanding of and commitment to Equality and Diversity and Safeguarding in education | **ü** |  | IV |
| Commitment to own professional development | **ü** |  | IV |
| Competencies *Support staff should be able to demonstrate competency in the following areas:*  Communication; Planning and Organising  Working Together; Customer Service  Adaptability/Flexibility | **ü** |  | AF/IV |

\*Evidence of criteria will be established from:

AF = Application Form

IV = Interview

T = Test at interview stage

Cert = Certificate (checked at interview stage)