

**JOB DESCRIPTION**

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| Post Title  **Learning Resources Advisor** | | | Vacancy No.  **VN1808** | | | |
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| Directorate Learner Support and Foundation Learning | | | | | |  |
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| Reports to (post)  **Head of Learning** | Salary  **Grade 1C, SCP 11 £16,767 pro rata** | | | |  | |
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| Location  **Cauldon and/or Burslem Campuses** | | Terms and Conditions  **Business Support. Full time hours, Term time only (40 weeks) + 2 weeks, Permanent.**  **Subject to an Enhanced Disclosure** | | | | |

**Key Purpose**

The successful applicant will work as part of a team of Learning Resources Advisors to deliver front line support to learners from entry level to Higher Education in accessing all available learning resources.

**Key Duties and Responsibilities**

1. To advise learners on the most appropriate resources to meet their needs and help them find the information they need, whether in print or electronic via the Library catalogue, Virtual Learning Environment (VLE) or other online resources.
2. To support learners directly in relation to their digital literacy and e-learning components of their study programme/course.
3. To prepare resources for and support delivery of study skills sessions to learners from level 1 to Higher Education and provide on-going study skills support to learners.
4. To provide support to learners in accessing the Internet, Microsoft Office software and specialist educational resources using a variety of computers and mobile devices including PCs, Laptops, Apple Macs and tablets.
5. To show groups of new learners around the LRC and deliver LRC induction sessions.
6. To keep up to date with all Learning Resources, including electronic (ILT) resources in the LRC and liaise with tutors to ensure resources match the needs of the curriculum staff and learners.
7. To support the recording, tracking and reporting of learners and learning via the LRCs e.g. catch-up & improver sessions, directed study/e-learning and other workshop sessions.
8. To keep abreast of emerging technologies for learning which could have applications in the Learning Resources Centre and VLE.
9. To issue and return Learning Resources using the Library Management System and help shelve printed Learning Resources using the Dewey Decimal classification scheme.
10. To keep the LRCs neat and tidy and in proper order for efficient access.
11. To work flexibly in other Learning Resource Centres on any college sites, if required.
12. Make an effective contribution to the creation of the department’s self-assessment report and implementing the Quality Improvement Plan
13. Carry out other duties as may reasonably be required from time to time.
14. To identify the financial, health and safety, equality, confidentiality or other risks associated with the post’s sphere of responsibility and to define and take positive action to manage these risks.

**NOTE**

This job profile is intended to provide a general guide to the duties and responsibilities of the post and aims to set this in the context of the framework within which the post holder is expected to operate.

This job profile should not be viewed as a legal document or a set of conditions of service and it can be reviewed at any time in light of the needs of Stoke on Trent College. This job is correct as of November 2019. It will be updated in consultation with the post holder through the PDR process as and when circumstances change.

Stoke-on-Trent College is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable candidate with a disability.

**Person Specification**

**Evidence Key**

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| --- | --- |
| **A  =** | Application |
| **I   =** | Interview |
| **R  =** | References |
| **C =** | Certificate |
| **M  =** | Micro session |
| **P  =** | Presentation |
|  |  |
| Or a combination | |

The person appointed should have the following experience and qualities:

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| --- | --- | --- | --- |
| **Knowledge & Experience** | **Essential** | **Desirable** | **Evidence** |
| 1. Level 2 qualifications (GCSE A\* - C or equivalent) in Maths and English or a willingness to attain these qualifications with the support of the College. | **✓** |  | A,C |
| 1. Hold Award in Education & Training qualification or equivalent, or be prepared to work towards this. | **✓** |  | A,C |
| 1. A high level of interpersonal and communication skills with the ability to communicate effectively with a wide range of audiences. | **✓** |  | A,I |
| 1. Experience of working in an Academic Library, open learning environment or supporting learners/learning. |  | **✓** | A,I |
| 1. Self-motivated with good organisational skills, the ability to work on own initiative and calmly under pressure. | **✓** |  | A,I |
| 1. Reliable, flexible (e.g. varied duties, place of work & hours, including evenings) and able to work as a member of a team | **✓** |  | A,I |
| 1. Excellent and up-to-date IT Skills | **✓** |  | I |
| 1. A commitment to and ability to provide consistent and exceptional customer service | **✓** |  | I |
| **Ability and Skills** | | |  |
| 1. Able to provide an effective, approachable and proactive customer focused service. | **✓** |  | I |
| 1. Ability to work under pressure to tight deadlines. | **✓** |  | I |
| 1. Good communication and customer service skills with the ability to engage effectively at all levels internally and externally. | **✓** |  | A,I |
| 1. Demonstrate accuracy and attention to detail. | **✓** |  | I,P |
| 1. Demonstrate commitment to and an understanding of diversity and equality. | **✓** |  | I |
| 1. A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. | **✓** |  | I |
| **Personal Style and Behaviour** | | |  |
| 1. A highly effective administrator who is proactive, determined, positive. | **✓** |  | I |
| 1. Flexible working with ability to work at events outside normal working hours and sites. | **✓** |  | I |
| 1. Be able to demonstrate and ‘live’ the college values and mission. | **✓** |  | I |

**TERMS & CONDITIONS FOR EDUCATION BUSINESS SERVICES (STOKE) LTD**

The post is offered on an Education Business Services (Stoke) Ltd contract.

**Conditions of Appointment**

All appointments are offered subject to a period of probationary service up to twelve months, during which time performance will be assessed. In addition, all appointments are subject to:

*• medical review*

*• verification of relevant qualifications*

*• receipt of references considered suitable by the Company*

*• a satisfactory enhanced Disclosure check*

**Pension Arrangements**

Education Business Services (Stoke) Ltd staff have the opportunity to participate in the stakeholder pension scheme provided by Scottish Widows.

**Working Hours**

The standard full time working week for all staff is 37 hours.

**Maternity, Paternity & Adoption**

The Company operates a Maternity, Paternity and Adoption schemes which provides for the normal statutory benefits.

**Sick Pay**

The Company has a scheme of sickness benefits, which are over and above the statutory sickness entitlements.

**Training and Development**

Education Business Services (Stoke) Ltd is committed to the professional and personal development of all our employees. Individual Training and Development plans are formulated via the staff performance review system.

**Holidays**

Education Business Services (Stoke) Ltd staff are entitled to 32 days plus 8 bank holidays (40 days in total). There are a number of directed leave days each academic year and these are set out in the College Calendar. Typically these directed leave days will be during Christmas, Easter and in the summer period where the College will close its sites in the interests of efficiency.

**Staff Parking**

Free and generous parking space is available on site subject to availability at peak times.

**Salary Payments**

Salary is paid by direct credit transfer to your bank or building society account in 12 equal parts. Payment is made on the 27th day of each month or the next working day thereafter.

**Notice Periods**

The amount of notice you are required to give and entitled to receive is 1 months. Fixed term appointments may be offered with a notice period of one week, depending upon the length of the fixed term. The notice period applicable during a probationary period is 1 week.

**Location of Work**

Your principal place of work will be at the site given in the job description of the post. However, you may be required to work on either temporary or indefinite basis, at any premises at which the Company may from time to time provide services.

**Equality of Opportunity**

Education Business Services (Stoke) Ltd is committed to the principle of equal opportunity. We will ensure that no employee, applicant for employment or student receives less favourable treatment on any grounds, which cannot be seen to be justified in relation to employment, education and training.