



JOB DESCRIPTION

POST: Learning Centre Assistant

RESPONSIBLE TO: Learning Centres Team Leader

JOB PURPOSE: To provide support to students and staff in the use of learning resource materials and the use of digital technologies. Ensure that the Learning Centre remains a positive environment to work and study in.

SPECIFIC DUTIES:

1. As part of the Learning Centre team, fulfill help desk responsibilities, using the Online Library Management System for tasks such as issuing, returning, and cataloguing books and learning materials.
2. Administration of computer and digital technology booking systems.
3. Support students and staff with their enquiries made in-person, digitally and by telephone. Ensure the upkeep of an organised book collection and actively contribute to creating a welcoming environment.
4. Advise and direct staff and students to make best use of physical and online resources in the Learning Centre by having awareness and familiarity with the diverse range of services available.
5. Undertake general administrative tasks including ordering and processing books, and other educational materials as required.
6. Provide first-line support to students and staff in the Learning Centre in using digital technologies and online learning resources.
7. Help and guide students on how to make best use of 'next steps' materials for careers or higher education.
8. Oversee students and promote positive behaviour in the Learning Centre, creating a welcoming, friendly, and supportive learning environment for all users.
9. Engage in creating lively, diverse, and meaningful displays and events by sharing ideas and collaborating as a team.
10. Maintain statistical records, for reporting on Learning Centre usage e.g. head counts, door counts, borrowing, enquiries.

GENERAL DUTIES:

1. Actively promote and market the College and present a positive image of the College and its activities both within and outside the College environment.
2. Ensure the quality standards and performance measures applying to the work of the section are met, and facilitate continuous improvements in all aspects of the post.
3. Undergo any self-development and training as necessary for success in the role.
4. At all times, carry out any duties in accordance with the College's regulations, including following the Equal Opportunities & Health and Safety Policies.



5. Incorporate into the role of the philosophy, values and behaviour stated in the College Mission and Strategic Plan.
6. Be aware of, and maintain, the College's approach to security and discipline within the College.
7. Undertake any other responsibilities commensurate with the grade of the post, which the Principal or their senior management representative may, from time to time, require.
8. The post will be based at one of the College campuses, but the duties of the job will require the post holder to work at any College campus or other location connected with the work of the College. Travel between the College main campuses will form a requisite part of the post.

STAFF SUPERVISED: **None**

CONDITIONS OF SERVICE: **Buckinghamshire College Group Business Support**

This job description is a guide to the work that you will initially be required to undertake. It may be changed from time to time, in consultation with you, to meet changing circumstances. It does not form part of your contract of employment.

Date: April 2024

PERSON SPECIFICATION

AREA: Business Support

TEAM: Learning Centre

POST TITLE: Learning Centre Assistant

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Education/ Qualification	Educated to GCSE level – English and Maths Grade C/4 or equivalent.	✓	
	Level 2 qualification in Customer Service or Business Administration (or willingness to work towards).		✓
Knowledge	Awareness of office routines and procedures.	✓	
	Knowledge of printed and digital learning resources.		✓
	An understanding of, and demonstrable commitment to, Safeguarding Children and Young People (Every Child Matters) and Vulnerable Adults.	✓	
	Knowledge of Further Education.		✓
Experience	Successful experience in a library, educational or customer-facing environment.	✓	
	Experience of working with people of all ages and ability levels.		✓
	Previous experience with a wide range of software, including Microsoft Office programs.	✓	
Skills	Strong communication skills, both verbal and written.	✓	
	Good research skills.	✓	
	Excellent customer service skills.	✓	
	Ability to collect and record data, showing a high level of attention to detail.	✓	
	Capable of accurately accomplishing tasks within specified deadlines.	✓	
	Ability to think innovatively and creatively when planning displays and events.	✓	
Other Specific Qualities	Ability to demonstrate values and behaviours suitable to work with children and young people.	✓	
	Very strong commitment to equality and diversity, showing a desire to challenge inequality and promote diversity.	✓	
	Ability to supervise young people in a learning environment.	✓	
	Understand the importance of teamwork and demonstrating a commitment to work flexibly within the team.	✓	
	Confident and approachable manner.	✓	

	Ability to use own initiative, multi-task and problem solve.	✓	
Personality Motivation	Enthusiasm and commitment to achieve continuous improvement.	✓	
	Ability to establish good working relationships with all stakeholders.	✓	
Physical Requirements	Able to carry out the duties of the post.	✓	
Circumstances	Flexible approach to hours.	✓	
	Able to work evenings and weekends as required.	✓	
	An Enhanced DBS (Disclosure and Barring Service) check will be required for all posts payable by candidate	✓	
	Access to own transport (as required).		✓

E= Essential D= Desirable