Job Description

**Job Title:** Learning Resources Advisor

**Department:** Learner Services & Skills

**Reports to:** Learner Resources Manager, functionally managed by Learning Resources Officer

**Job Grade:** Business Support Grade 3

**Job Purpose:**

To carry out the day-to-day operational activities of the Library. To provide a supportive, positive and customer focused learning environment for all users.

**Key Responsibilities:**

1. Support users accessing all of the services and resources available in the Library – including: desk services, books, journals, magazines, ILT devices, internal and relevant external software, online applications, services and tools.
2. Support all learners accessing the Library with literacy, numeracy, digital literacy and the wider skills needed to succeed.
3. To maintain a positive and productive study environment.
4. To support the Learning Resources Advisor and Learner Resources Manager in developing all aspects of the Library service.
5. To attend, contribute and participate in any relevant Library meetings.
6. To contribute to campus promotional activities as required.
7. Support the arrangements for Initial Assessment and diagnostic testing.
8. Deliver Library inductions for students and staff.
9. Support learners undertaking independent / online learning in the Library.
10. Provide accurate and timely reports on activity as requested.

**Information Systems:**

1. To maintain and utilise all relevant administrative and information systems in line with Policies, Procedures and expected standards.
2. Ensure all resources are shelved, maintained, cleaned, serviced and stored in their correct section, for ease of retrieval.
3. Support the LRO in ensuring requests for new resources from students or staff are ordered efficiently via relevant college procurement systems.

**Support for Learning:**

1. Understand and contribute to the support functions of the Library and learning support staff. For example, contribute towards the creation of support resources and work with all staff on college-wide Library projects.
2. Working with the Learning Resources Officer and Learner Resources Manager to develop and promote online and physical resources – tracking utilisation as required.
3. Maintain a customer focused approach at all times, dealing with user enquiries in person, online and on the telephone in a professional manner.
4. Ensure all users are able to access relevant support, information or guidance.

**General Responsibilities:**

1. To contribute to a culture of continuous improvement.
2. To participate in personal professional development activities and carry out any other duties commensurate with position, qualifications and experience.
3. To comply with all College Policies & Procedures.
4. To keep abreast of changes to Policy & Procedures and to make the necessary changes to administrative systems.
5. To ensure that all aspects of the College Financial Instructions and Financial Standing Orders are followed.
6. Promote the college’s core values and incorporate them into all aspects of the role.
7. To contribute to supporting and supervising learners, including taking action to ensure acceptable behaviour at all times.
8. To ensure that safe working practices are used and appropriate Health and Safety legislation adopted.
9. To exercise responsibility for carrying out and adhering to the Health, Safety and Welfare Policy and Procedure.
10. To liaise with the Health & Safety Manager to ensure accurate recording of related information.

**Coleg Gwent Person Specification**

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| **Selection Criteria** | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualifications & training** | * 4 GCSEs, including Maths and English at grade C or above
 | * A-Levels or equivalent level qualifications
 | Application |
| **Specialist Qualifications** |  | * Any support or essential skills qualifications
* Any ICT qualifications
 | Application / Interview |
| **Knowledge & Experience** | * Previous Experience of customer service
* Understanding and experience of accurate record keeping
* Experience of using Microsoft Office and the skills to support users
* Experience of working with and supporting colleagues in a team
 | * Working in an FE environment
* Knowledge of computer based learning packages and multimedia information resources and the ability to support student users
* Experience of working in a Learning Centre or library
* Experience of online learning tools
* Experience of supporting learners
 | Application / Interview |
| **Skills & abilities** | * Organised, punctual and efficient
* Customer focused and proactive working relationships with colleagues and users
* Ability to work under pressure, meet deadlines, eye for detail
* Be able to constructively manage inappropriate behaviour within the learning environment
 | * Ability to use the Welsh language in *teaching & learning and/or general communication at (basic/intermediate/advanced level (or willingness to undertake training)*
 | Application / Interview |
| **Personal Attributes** | * Enthusiastic and positive approach to learning new skills and meeting new challenges
* Proactive and able to use initiative
 |  | Application / Interview |
| **Additional Requirements** | * Willingness to work flexible hours as and when required
* Complete all relevant professional development required to carry out the role
* Be able to work evenings when necessary
* To act as an ambassador for the College
 | * Able to travel as required to fulfil the requirements of the role
 | Application / Interview |