



**Title:** Learning Centre Advisor (Academic Engagement)  
**Responsible to:** Student Engagement & Support Manager  
**Reporting to:** Learning Centre Co-ordinator  
**Grade:** 3  
**Contract Status:** Permanent  
**Hours of work:** 37 hours per week, 39 weeks per year  
**Date:** July 2017

### **Role Summary:**

You will assist in providing excellent Library / Learning Centre services to all students and staff, with particular responsibility for academic engagement. You will need excellent customer service skills and a proactive approach in order to provide assistance in a friendly and professional manner.

### **Main duties**

- Managing, planning and delivering information and digital literacy support for students and staff both in person via 1-2-1 and group workshops and online via our virtual learning environment
- Manage the library's social media presence
- Assist in developing and delivering a library literacy programme
- Promote library services, raise awareness of relevant national initiatives and organise in-house displays
- Lead on developing the Learning Centre virtual learning environment pages; review e-learning material and make recommendations for enhancing existing College e-resources
- Assist in delivering library inductions to students and staff
- Handling enquiries and providing support for learners and staff in the use of Learning Centre services
- Staffing the Learning Centre Desk, issuing and discharging library materials, undertaking administrative tasks, handling cash and ensuring accurate record keeping

- Shelving library materials, shelf tidying and carrying out other stock management tasks so that library materials are easily accessible to users
- Solo evening working when required.
- Opening and closing the Learning Centre in line with agreed procedures, acting as a key holder
- Assisting in the management of student behaviour in line with Learning Centre and College-wide policies.
- Understanding personal responsibility to adhere to relevant College policies and procedures as they relate to safeguarding and implement these to ensure vigilance at all times.
- Presenting the College in the best light at all times and ensuring that all areas of personal activity comply with standards laid down by the College and relevant outside agencies.
- Carrying out all duties with due regard to Health and Safety Regulations.
- Positively promoting equality of opportunity for staff and students.
- Carrying out other duties as may reasonably be required from time to time.

#### **NOTES:**

This job description 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 description should not be viewed as a legal document nor a set of conditions of service and it can be reviewed at any time in light of the needs of City College.

Any amendments to the job description will be discussed with the line manager and post holder and subsequently confirmed in writing.

This job description is correct at 7/2017. It will be updated in consultation with the post holder as circumstances change.

**Person Specification - Learning Centre Advisor (Academic Engagement)**

| Skills                      | Essential  | Essential                                    | Desirable                                |
|-----------------------------|--|--|--|
| Qualifications and Training | <ul style="list-style-type: none"> <li>• Experience of working in a library or learning environment</li> <li>• Membership of CILIP</li> <li>• GCSE Maths &amp; English Grade C or above</li> <li>• Educated to degree level</li> </ul>   | <br><br><br><br>                             | <br><br><br><br>                         |
| Experience                  | <ul style="list-style-type: none"> <li>• Delivery of excellent customer service</li> <li>• Working with young people</li> <li>• Team working</li> <li>• Delivering and/or supporting learning within education</li> </ul>  | <br><br><br><br>                             | <br><br><br><br>                         |
| Knowledge and Understanding | <ul style="list-style-type: none"> <li>• Understanding of equal opportunities</li> <li>• Able to respond to different levels and abilities of students</li> <li>• Daily processes within a library environment</li> <li>• Knowledge of database systems and electronic resources</li> <li>• Knowledge of the Moodle Virtual Learning Environment</li> </ul>  | <br><br><br><br>                             | <br><br><br><br>                         |
| Skills and Abilities        | <ul style="list-style-type: none"> <li>• Team working</li> <li>• Ability to work on own initiative without constant supervision</li> <li>• Ability to handle difficult behaviour from students</li> <li>• Good interpersonal skills</li> <li>• Good organisational skills</li> <li>• Competent and confident user of ICT and computer software packages including Microsoft Office</li> <li>• Presentation skills</li> <li>• Information management</li> <li>• Able to handle money</li> </ul> | <br><br><br><br><br><br><br><br><br><br><br> | <br><br><br><br><br><br><br><br><br><br> |
| Attributes and attitudes    | <ul style="list-style-type: none"> <li>• Flexible - willingness to work evenings</li> <li>• Ability to work under pressure</li> <li>• Adaptable to change</li> <li>• Self-motivator</li> <li>• Willingness to professionally develop skills through training</li> </ul>  | <br><br><br><br><br>                         | <br><br><br><br><br>                     |

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