

Capital City College Group

Job Description and Person Specification

Post:	City & Islington College Learning Resource Centre (LRC) Facilitator (Casual Pool)
Contract:	Casual
Hours:	Variable

Key Purpose

To deliver high quality student focussed support to facilitate student learning. To work with other LRC facilitators to enable teaching staff, students and other information seekers to access and fully utilise resources accessible in the LRC. To liaise with teaching staff on the provision of resources to support the curriculum. To produce materials and resources to support assignments and information and digital literacy skills delivery. To deliver student induction programme for ICT access, MyCandi, VLE and the LRC

Main Duties and Responsibilities

- Assist in equipping students with transferable and core-enabling skills related to knowledge acquisition and lifelong learning
- Developing positive, supportive and enabling relationships with students and colleagues
- Developing ICT/ILT and Internet navigation skills with staff and students
- Providing basic literacy and numeracy support to students within the LRC
- To help users to locate resources within the LRC, by maintaining clear signage and shelving or filing materials promptly and accurately
- To undertake routine LRC duties, such as preparation of new materials and record keeping, and recording of periodicals received, operating ICT booking systems
- Deliver help, advice and supportive enquiry service to students using LRC services and resources
- Delivering the ICT, Library, VLE (currently Moodle) and MyCandi induction programme for students

- Liaising with teaching staff on the provision of workshops for groups of students to support learning, and develop learning skills and to ensure best use is made of LRC services and resources
- Develop e-learning materials to support student learning
- Evaluating and supporting the use of LRC resources
- Liaison with teaching staff in the provision of expertise and advice on the selection and acquisition of learning resources
- Work flexibly within the LRCs across all campuses as required to ensure consistency of service to students is maintained and delivered
- To comply and remain up to date with policies and procedures
- To deputise for the LRC team leader as necessary
- To maintain LRC records as required (including those held on the library management system), administering student records in accordance with the requirements of the Data Protection Act, and classifying and cataloguing resources
- To maintain an environment in which students can feel safe and are able to study by ensuring that students engage in learning activities and behave in an appropriate fashion
- To participate actively in the admissions and enrolment process for the Campus, undertaking a specific student facing role at main enrolment periods
- Support the work of the Safeguarding and Student Well-Being team at the campus to ensure the service meets the College's statutory duties on Safeguarding, Child Protection and Adults at Risk

Line Manager Responsibilities

None

Wider Responsibilities

- Be prepared to represent The Student Support Hub/LRCs at both College and Group level meetings as appropriate in relation to the overarching work of the team
- Develop and maintain effective working relationships with external stakeholders and partners at both a local and national level as appropriate.
- As part of the wider Student Support Hub, participate in recruitment events on- and off-site, providing information and advice in a range of settings including open days, schools, colleges, voluntary and community organisations, libraries and fairs. To follow up enquiries and leads gathered to enable the college to actively recruit new learners.

- To work flexibly within the student services hubs, cover shift patterns within agreed working hours (including evenings and weekends where required), covering the work of absent colleagues where required and providing support to other hubs if necessary.

General

- To implement College policies particularly those relating to equality of opportunity, health and safety and data protection
- To implement Health and Safety and security procedures in accordance with statutory and College requirements
- To undertake appropriate self-development and training activities and regularly review performance of duties with the line manager for the post
- To undertake any other duties consistent with the key objectives and/or duties of the post

Expectations of the Post Holder

- To demonstrate model behaviours that, at all times, are consistent with an open, inclusive and participative style.
- To be proactive in identifying and pursuing opportunities that are appropriate to maintaining his/her professional development, and actively participate in the Group's appraisal scheme.
- To carry out his/her duties at all times with due regard to the Group's policies, including Safeguarding, Health & Safety, Equal Opportunities, and Data Protection, and participate in training as and when required.
- To work flexibly and to undertake such other duties that may reasonably be allocated by the line manager, which may include working occasional evenings and weekends.
- The nature of this post means that the post holder may need to travel to undertake duties at other College campuses as and when required as well as external venues.
- This post falls within the scope of the regulations requiring a Disclosure & Barring Service (DBS check).

N.B. This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive listing of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

EDI

We value diversity and positively welcome applications from all backgrounds. This will help ensure our workforce better reflects the diverse wider community we support. Applicants who declare a disability meeting the minimum criteria for the role will be guaranteed an interview.

Safeguarding

We are committed to safeguarding and promoting the welfare and safety of our students and expect everybody working for the Group to share this commitment. We actively seek DBS enhanced clearance checks for applications of employment as part of our safeguarding procedures.

Person Specification

	Criteria	Essential	Desirable
Qualifications / Professional Development	A degree or equivalent	x	
	Commitment to continuous professional development		x
Knowledge / Experience	Experience of working in a proactive, student focused front-line service	x	
	Experience of facilitating student learning and research	x	
	High level of literacy in IT, advanced user of the Web and Microsoft programmes including Excel, Word, PowerPoint and Outlook (essential) and experience of using multimedia and web applications (desirable)	x	
	The ability to represent the LRC team positively and provide information clearly and accurately on the telephone and in person	x	
	Experience of delivering student inductions	x	
	Understanding of learning styles and how to support them	x	
	Knowledge and understanding of current technologies and how they support learning	x	
	Maintaining accurate records and adhering to administrative systems		
Skills / Abilities	Ability to be diplomatic and patient	x	
	High level of communication skills to deliver workshops, induction and one to one student support	x	
	Ability to develop a good rapport quickly with all levels of learners to demonstrate a student-centred approach	x	
	Ability to demonstrate enabler and facilitator skills	x	
	Ability to undertake research to support students and develop resources	x	
	High level interpersonal, organisational and communication skills including the ability to present and negotiate	x	
	Ability to form constructive working relationships with all staff groups	x	

	Ability to keep up to date with curriculum change and changing learner styles		
	The ability to represent the College and wider Group in a positive way at key events		
	Flexibility including the ability to work early mornings, evenings and weekends and from more than one location if required.		
	Willingness to adjust working hours to best support our students		