



HRUC
HARROGATE COLLEGE
UNIVERSITY OF THE
SOUTH COAST

JOB DESCRIPTION & CANDIDATE SPECIFICATION

POST	Learning Facilitator
DEPARTMENT	Learning Resources
SALARY	Business Support Scale 4: £17,617 - £19,349
HOURS	30 hours per week, 40 weeks per annum term-time based
RESPONSIBLE TO	Learning Resources Manager

THE DEPARTMENT

The Learning Resources Department supports student achievement by providing learners with an environment that encourages and nurtures learning whilst utilising both physical and digital resources to enrich the student learning experience.

PURPOSE

To provide outstanding front-line services to our college community within the Learning Centre spaces including supporting access to a range of print and electronic resources and student use of digital tools for independent online learning. To assist in the delivery of the LRC study skills programme including developing and promoting a range of suitable resources.

MAIN DUTIES AND RESPONSIBILITIES

These duties are not exhaustive or exclusive. The duties may be varied provided that any other duties are appropriate to the grading level of the post.

Customer Service responsibilities

- Provide an excellent customer experience for all learners and staff within the learning spaces.
- Promote enrichment activities for students through the organising and running of LRC events including reading activities, quizzes and competitions and displays.
- Support student access to a range of print and electronic learning resources and technology within the learning spaces.
- Provide first line support for student in the use of digital tools and online learning platforms including Microsoft Office to ensure effective research, study and completion and submission of assignments.
- Liaise with IT services to ensure that technical problems are dealt with efficiently to minimise disruption to users.
- Effectively monitor and address behaviour in the learning spaces and ensure they are a suitable supportive and safe environment that is conducive for learning.
- Support the delivery of online learning and assessment.
- Deliver subject inductions and other training sessions as and when required.
- Support the induction of all new learners in the use of key IT systems and learning platforms, digital tools and the completion of initial assessments and diagnostics in English and Maths and other induction activities as required.
- Assist in the collection of LRC survey information.

Administrative responsibilities

- Ensure all resources are processed and available for use.
- Liaise with a specified curriculum area to advise and identify their learning resource needs.
- Shelve and tidy resources on a regular basis and participate in stock taking activities as and when required.
- Assist in the preparation and updating of electronic LRC resource guides.
- Assist in the design of LRC survey information.
- Assist in the collection of usage data for Learning Resources.
- Assist in marketing LRC resources via displays.

GENERAL DUTIES

- To participate fully in appraisal according to the College requirements and undertake training and development likely to improve personal knowledge and skills as required.
- To keep up-to-date with Quality Improvement initiatives and to be aware of, and meet, service standards for the department.
- To propose any ideas that may help to promote and extend the College's reputation and efficient running of the College.
- To undertake all duties and responsibilities in accordance with College policies inclusive of Equal Opportunities, Data Protection, Child and Vulnerable Adult Protection, Quality and Financial regulations. To report any concerns to the appropriate person.
- To use appropriate management information to recognise and support diversity in the student cohort.
- To work safely, consider the safety of others and work within the guidelines stated in the College Health and Safety Policy.
- To be available to assist in enrolment procedures. This may require additional hours including evenings and weekends, for example during the Autumn Term.
- To work flexibly, this will include evenings, open days, parents' evenings and possibly weekends. Where this requires working outside normal working hours (e.g. evening/weekend working) time off in lieu arrangements will apply.
- To undertake any other duties commensurate with your level of responsibility as may be required by the College Leadership Team.

EXPECTATIONS FOR ALL STAFF

All members of staff at the College are expected to be:

- **Responsive & Adaptive**
Responsive to change, creating new opportunities for meeting new challenges
- **Creative, imaginative and entrepreneurial**
Innovators and commercially aware
- **Collaborative**

Promote 'team-ship' through collaboration and taking pride in their work and the College

➤ **Passionate professionals**

Role models committed to continually improving themselves and ultimately the experience and success of our students

➤ **Accountable**

Understand the impact of (and take responsibility for) their actions upon College stakeholders

PERSON SPECIFICATION

This person specification will be used in short-listing and in interviewing for selecting the best candidate. Each applicant is, therefore, advised to address each aspect of the person specification in his / her written application.

The methods by which each of the selection criteria are expected to be assessed are identified in the table.

AF = Application Form I = Interview T = Task

	Essential	Desirable	Assessed by
Qualifications and further professional development			
1. Hold Level 2 Maths and English qualification.	✓		AF
2. Educated to level 3 or above	✓		AF
Abilities/Skills/Experience			
3. Ability to communicate and relate to young people in an effective and empathetic way.	✓		AF/I
4. Demonstrate a commitment to delivering high standards of customer service.	✓		AF/I
5. Ability to supervise the learning spaces and manage students' behaviour effectively	✓		
6. Ability to liaise effectively with internal and external stakeholders.	✓		AF/I
7. Have excellent team-working skills with a record of working co-operatively to achieve individual, departmental and strategic goals.	✓		AF/I
8. Be able to respond to the challenge of a varied work load and work under pressure.	✓		AF/I

9. Be able to manage time effectively; be well organised and be able to keep accurate records.	✓		AF/I
10 Be proficient in Microsoft Office 365 applications (Outlook, OneDrive, Word, Excel, Teams etc.)	✓		AF/I
11. Good technical knowledge and skills to be able to troubleshoot and deal with technical enquiries.	✓		AF/I
12. Ability to instruct others in the use of technology	✓		AF/I
13. Be willing to learn new skills and respond to change.	✓		AF/I
14. Be prepared to undertake any required training.	✓		AF/I
Knowledge			
11. Be able to demonstrate knowledge of equality and diversity issues and show a commitment to Equal Opportunities.	✓		AF/I
12. Possess a clear understanding of Health and Safety regulations and how to ensure a safe working environment.	✓		AF/I
13. Demonstrate an understanding of Safeguarding Legislation and a commitment to the safeguarding of children and vulnerable adults.	✓		AF/I

ADDITIONAL INFORMATION

The appointment will be subject to suitable references, medical clearance, enhanced disclosure from the Disclosure and Barring Service (DBS), evidence of eligibility to work in the UK and evidence of qualifications.

All of the above checks must have been completed **before** the start of the employment.

Confirmation of appointment is subject to the satisfactory completion of a ten month probationary period.

This job description/candidate specification is subject to periodic review.