



Learning Resource Centre Assistant (Digital Support)

Shipley College - Great people, great place!

Hours: 30 hours (Some flexibility is required to cover the department until 6.30pm on a rota basis and occasional Saturday mornings. This would be on a rota basis)

Salary: Actual Salary: £19,100 per annum for 30 hours (pro-rata of £24,523 per annum, FTE)

Closing Date: Friday 30th January 2026 at 4pm (***We may close the advert early if sufficient applications are received. Early application is advised***)

Interview Date: To be confirmed

Start Date: ASAP (subject to satisfactory pre-employment checks)

WELCOME TO SHIPLEY COLLEGE

Based in the heart of the **UNESCO World Heritage Site of Saltaire**, Shipley College is a vibrant and supportive place to work, committed to high standards and to helping both students and colleagues reach their full potential.

We are delighted to offer an **exciting opportunity for a Learning Resource Centre (LRC) Assistant** to join our friendly and dedicated team. This is a key customer-facing role at the centre of college life, supporting students and staff to access the resources, information and guidance they need to succeed.

As an LRC Assistant, you will deliver excellent customer service to all users of the Learning Resource Centre. You will help learners to find information, issue and return resources, and respond confidently to enquiries in person, by telephone and via email. You will play an important part in creating a welcoming, inclusive and supportive learning environment.

To be considered for this role, you will have experience in a customer-facing position, a positive and approachable manner, and a genuine commitment to supporting others.

If you enjoy working with people, take pride in delivering great service, and want to make a real difference to students' learning experiences, we would love to hear from you.

Benefits we offer include:	We are looking for someone who has:
<ul style="list-style-type: none"> • Pension Schemes • Professional Development opportunities • Access to a free gym on site • Reduced cost train and bus travel* • Access to free onsite car parks • Shopping discounts with discount app • Enhanced Annual Leave <p>*qualifying period applies</p>	<ul style="list-style-type: none"> • Level 2 (equivalent) qualification in Maths and English • Proficiency in utilising IT tools and technologies • Excellent customer service and interpersonal skills, friendly and helpful attitude • Ability to organise and prioritise work, meet deadlines, maintain confidentiality, work with accuracy and attention to detail. • Able to act on your own initiative and provide leadership to colleagues

How to Apply: Application forms can be obtained from www.shipley.ac.uk. Completed applications should be submitted to jobs@shipley.ac.uk.

Employment offers are subject to pre-employment checks, including DBS, references, online checks and the right to work. Shipley College is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff to share this commitment.	The College is actively committed to a policy of equality of opportunity for all through education and therefore encourages applications from all regardless of age, disability, economic status, gender, race, religion and beliefs or sexual orientation.
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Job Description

JOB TITLE	Learning Resource Assistant - Digital Support
RESPONSIBLE TO	Head of Teaching, Learning & Innovation

INTRODUCTION

The following information is provided to assist staff joining the College to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

- Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings therefore may have been used below, in which case all the usual associated routines are naturally included in the job description.



- Staff should not refuse to undertake work which is not specified on this form but they should record any additional duties they are required to perform and these will be taken into account when salaries are reviewed.
- Shipley College is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment.
- Shipley College is committed, where possible, to make any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

OVERALL PURPOSE OF THE JOB

The LRC Assistant will provide excellent customer service to LRC users, including Shipley College staff, students, and visitors, under the supervision of the LRC Manager.

The LRC Assistant will assist users with finding information, issuing/returning resources, dealing with queries, and ensuring the LRC maintains a safe, tidy, and effective learning environment.

The LRC Assistant will deliver and support staff and student induction and training sessions on the effective use of LRC resources, study skills, and College digital platforms, including core Google Workspace products.

DUTIES AND RESPONSIBILITIES

- To help college staff, students and visitors with general enquiries and the circulation of resources, including over the phone and online
- To input new mobile devices/accessories onto the library management system, and process them in accordance with LRC/Library procedures
- To maintain an effective working and learning environment, by encouraging positive behaviours and an atmosphere that supports progress in learning, ensuring the space is tidy and safe to use
- To assist with promoting the LRC through events and outreach activities (e.g. Freshers Fair, open evenings, Pop-Up Library) both onsite in the LRC and other within other areas of the campus, including off-site at local outreach centres

- To organise and set up displays for LRC promotions and events in line with the colleges EDI calendar
- To take payments for books, and other items, and to record payments following LRC procedures
- To support induction and study skills delivery to staff and students; including, but not limited to showing students and staff around the LRC and working with groups of students
- To be responsible for opening and closing the LRC when required
- To assist with college stationery requests, including receiving ticket requests, collating orders, and liaising with purchasing, caretakers and other college staff
- To assist, on request, with learning resources routines or projects where necessary training or instruction has been given
- To assist in taking online bookings for mobile technology equipment, preparing and issuing equipment and placing helpdesk ticket requests when required
- To assist the LRC manager in cataloguing new equipment on to the library management system as required.
- To assist users in the general use of IT equipment, printing and photocopying, and to refer issues to the IT team when necessary
- To use and input data onto college and LRC systems with due regard to data protection
- To support the LRC with occasional out of hours working when covering the desk on opening evenings and occasional Saturdays, completed on a rota basis.

GENERAL

- To demonstrate a positive commitment to the implementation of the College's Equality Diversity and Inclusion Policy and the maintenance of a culture of continuous quality improvement, assurance and innovation.
- To be responsible for safeguarding and promoting the welfare of young learners and vulnerable adults, the post-holder is responsible for or comes into contact with.
- To undertake mandatory training and staff development/CPD training as required by the nature of this post and the range of duties described within this job description.
- To use IT as designated appropriate to the nature of the role.
- To act in accordance with the College's expectations as set out in the Staff Code of Conduct and contract of employment.
- To undertake such other duties commensurate with the grade of the post as may reasonably be required.



PERSON SPECIFICATION

ESSENTIAL CRITERIA

In your supporting statement please ensure you reference every point in this category. Applications which do not address each point in the essential criteria will not be progressed to interview. If you do not meet all of the essential criteria, please do not progress with your application.

Level 2 in literacy and numeracy or equivalent. **You must be able to show the original certificates at the interview.**

Competence in the use of a range of IT skills, including Google applications as well as the internet and online databases

Excellent customer service skills, including effective and professional telephone and face to face communication within an appropriate context

Ability to communicate effectively through written, oral and electronic methods to develop good working relationships with all stakeholders within Shipley College and the wider community

Ability to work occasional Saturdays (on a rota basis)

HIGHLY DESIRABLE CRITERIA

These points are scored the same as the essential criteria. In order to score highly, we strongly recommend that you reference every point in this category where possible.

Experience in using a Library Management System or other automated system

Good knowledge of Google Workspace (e.g. Gmail, Calendar, Docs, Slides)

Ability to work within a team and to use initiative

Ability to prioritise your workload

Highly motivated and able to inspire those around you to success

Experience of working with young people, and the ability to model and promote positive behaviours

Excellent organisational skills, adopting a methodical approach to problem solving

DESIRABLE CRITERIA

In order to score highly, we strongly recommend that you reference every point in this category where possible.

Knowledge and experience of Equality, Diversity & Inclusion

Knowledge or experience of Safeguarding

Experience with assistive learning technology

Knowledge of the PREVENT agenda

Message from the Principal



Shipley College is a wonderful place to start (or to continue) your career and we are delighted that you are considering completing an application for a post with us.

Shipley College is a small, friendly place that really cares about every person that comes through the door and we pride ourselves on giving every student the individual

support they deserve.

Situated in the UNESCO World Heritage Site of Saltaire, it is a great place to study and easy to get to by bus, train and car.

Our practical, vocational and work-related courses include Apprenticeships, full-time and part-time courses across a range of Departments. I am delighted that our Student Survey results and employer feedback continue to be extremely positive as we provide a fantastic learning environment for all our students.

We have a fabulous team of colleagues who give up an extraordinary amount of time to support their students and their fellow members of staff. The dedication and attention to quality they exhibit is what makes our College so successful. I am proud of the commitment and hard work of all the college's staff, students and governors and pleased that this has been recognised by Ofsted in our latest inspection.

If you meet the criteria of the post advertised and feel that you would enjoy working here, we hope you will make an application to join us.

Diana Bird
Principal

Shipley College Mission Statement

To be a beacon of opportunity, transforming lives through learning.

OUR CORE VALUES - THRIVE!

Transformational: We champion lifelong learning, leading by example and fostering a culture of growth for all.

Heritage: We value our history and invest in our future.

Relationships: We build strong partnerships and work together to achieve shared goals

Inclusion: We foster a welcoming, caring and equitable environment for you.

Vision: We inspire and support the pursuit of personal and professional ambitions, responding to a rapidly changing world.

Excellence: We are dedicated to delivering exceptional education and achieving outstanding outcomes.

98% of students agree that the College is a safe place to learn.

96% of students agree that College staff are friendly and helpful.