



**WORK AT
SHIPLEY
COLLEGE**

Learning Resource Centre Assistant

Shingley College - Great people, great place!

Hours: 24.5 hours per week
(Some flexibility is required to cover the department until 7.45pm on a rota basis and occasional Saturday mornings. This would be on a rota basis)

Salary: £14,615.24- £14,971.49 per annum (pro-rata of £22,072 - £22,610 per annum, full time equivalent)

Closing Date: Monday 12 August 2024 at 09:00am ***(We may close the advert early if we receive a suitable number of applications. Early application is advised.)***

Interview Date: Week beginning Monday 19 August 2024

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

WELCOME TO SHIPLEY COLLEGE

We are situated in the UNESCO World Heritage Site of Saltaire and are committed to high standards, encouraging staff and students to do their best and to aim high.

An exciting opportunity has arisen for a Learning Resource Centre Assistant who will deliver excellent customer service to all users of the College Learning Resource Centre (LRC) , to include staff, students and visitors. The successful candidate will be responsible for assisting users with finding information, issuing and returning resources, and dealing with queries face-to-face, over the telephone and by email.

To be considered for this role you must have, previous experience in a customer facing role and hold a Level 2 in Literacy and Numeracy, or be willing to work towards it.



Benefits we offer include:	We are looking for someone who has:
<ul style="list-style-type: none"> ● Enhanced Annual Leave ● Pension Schemes ● Professional Development opportunities ● Access to a free gym on site ● Reduced cost train travel* ● Access to free onsite car parks ● Shopping discounts with discount app <p>*qualifying period applies</p>	<ul style="list-style-type: none"> ● Previous experience in a customer facing role. ● Level 2 in Literacy and Numeracy, or is willing to work towards it. ● Proven interpersonal and communication skills. ● Excellent accuracy and attention to detail.

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

<p>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.</p>	<p>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.</p>
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Job Description

JOB TITLE	Learning Resource Centre (LRC) Assistant
RESPONSIBLE TO	Learning Resource Centre (LRC) Manager

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 will be in charge of assisting users in locating information, issuing and returning resources, and dealing with queries in person, over the phone, and via email. Duties also include managing user accounts, processing resources, and ensuring that the LRC maintains a safe and effective learning.

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 following LRC/Library procedure
- To maintain an effective working environment, by encouraging positive behaviour and an atmosphere conducive to study, and 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 areas of the campus and occasional off site at local outreach centres

- To organise and set up displays for LRC promotions and events in line with the college 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, working with small 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 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 Track-It/ticketing, requests when required
- To assist LRC manager in cataloguing and entering of new equipment on to library management system as required.
- To assist with selecting and weeding the Library stock, and when required assist with stock-taking
- To assist users in the general use of IT equipment, printing and photocopying, and to refer issues on to the IT team when necessary
- To assist with the administration of journals and newspapers
- To refer all enquiries outside of own training and experience to an appropriate member of staff
- 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 (equivalent) Qualification in Maths or willingness to work towards
Level 2 Qualification in English or willingness to work towards
Excellent customer service skills and past experience of being in a customer facing role
Competence in using ICT, including Google applications as well as the internet and online databases
Strong communication and interpersonal skills in person and via telephone/email

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.

Ability to achieve and maintain an excellent standard of customer service
Ability to work within a teamwork and to use initiative
Creative approach to problem solving
Highly motivated and able to inspire those around you to success
Flexibility
Ability to work independently and prioritise workload
Experience of working with young people, and a positive approach to doing so
An understanding of safeguarding and a commitment to creating a safe learning environment
Commitment to continued professional development
Excellent organisational skills, adopting a methodical approach to problem solving
Ability to work as part of a team as well as independently
Ability to work well under pressure maintaining a strong attention to detail
Ability to work flexible hours when required
Understanding of need for accuracy and attention to detail when dealing with information
Strong information research skills
Ability to deal effectively and positively with challenging behaviour from Library users

Experience in using a Library Management System or other automated system

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 and Safeguarding

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.

We do ask that you accept, in the interests of economy, that if you have not heard from us by the interview date that you will not have been selected for interview on this occasion

Diana Bird
Principal

Shipley College Mission Statement

To provide the highest quality, inspirational education and training that meets and exceeds the ambitions of individuals, businesses and communities.

OUR CORE VALUES

Inspirational Culture of Collaboration and Partnership: A team working closely with our stakeholders in a spirit of trust and integrity

Aspiration, Professionalism and Achievement: Striving for excellence in a safe, sustainable environment, while supporting all students to achieve their personal best and to progress to their next steps in work and life

97% of students agree that the College is a safe place to learn.

Responsiveness: Meeting the needs and exceeding the expectations of students and employers, both locally and regionally, responding to government initiatives and our local community

Equality and Respect: Celebrating the diversity and inclusion of our students and staff

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

