



**WORK AT
SHIPLEY
COLLEGE**

Learning Resource Centre Technology Assistant

Shipleigh College - Great people, great place!

Hours: 30 hours per week (Some flexibility is required to cover the department until 7.30pm pm one day and occasional Saturday mornings. This would be on a rota basis)

Salary: Actual salary £17,896.22 - £18,332.43 per annum

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.

We are seeking to appoint a LRC Technology Assistant to work within the Learning Resource Centre. You will play a valuable role supporting academic staff, support staff and learners, ensuring they are able to access mobile technology devices whilst maintaining a fit for purpose working environment.

Your duties would include, but not limited to, assisting users in their use of college mobile devices, supporting the LRC Manager (EdTech) in maintaining and managing the mobile device processes, updating mobile device software, dealing with mobile device queries, all within a library environment.



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"> ● Recent work experience managing mobile devices such as smartphones, tablet, laptops & chromebooks. ● Previous experience in a customer facing role ● Hold a Level 2 in Literacy and Numeracy, or be willing to work towards it.

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. Shipleys 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>
---	--

Job Description

JOB TITLE	LRC Technology Assistant
RESPONSIBLE TO	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 making 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

To provide a range of mobile technology support to staff and students in the College, including software, hardware and connectivity. To provide excellent customer service to all LRC users under the supervision of the Learning Resource Manager. To be an active member of the Learning Resources Team, issuing/returning resources, dealing with queries and ensuring that the LRC maintains a safe and effective learning environment.

DUTIES AND RESPONSIBILITIES

- To provide a high quality customer-focused support service to staff and learners
- To assist in the management of the College's mobile devices.
- To manage own workload and escalate problems where necessary.
- 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 maintain and manage hardware and software related to mobile technology, assistive technology and educational technology

- To ensure the preparation and maintenance of documentation, manuals and user notes as required.
- To provide support, guidance and feedback to learners and staff in the use of mobile technology, ALS technology and educational technology.
- To provide advice on networking issues to learners and staff in the LRC only, supported by the LRC Manager and the IT Department.
- To provide advice, with the support of the LRC Manager, on purchasing mobile technology and ALS equipment for maintenance and development.
- To work with the LRC Manager to develop and promote use of educational technology materials and systems across the College.
- To assist in taking online bookings for mobile technology equipment, preparing and issuing equipment and placing Track-It/ticketing, requests when required.
- To work on the front desk on a rota basis
- To be responsible for opening and closing the LRC/Library when required
- To catalogue and enter of new equipment on to library management system
- To assist with selecting and weeding the mobile technology 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 refer all enquiries outside of own training and experience to an appropriate member of staff
- To use and input data onto college and LRC/Library systems with due regard to data protection
- To support the LRC/Library 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
A Degree; or professional qualification; which is appropriate to the role/work or significant working experience
Recent work experience managing mobile devices such as smartphones, tablets, laptops, chromebooks
Previous experience in a customer-facing role

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.

Relevant successful teaching experience
A Teaching Qualification* or willingness to achieve one
Ability to work within a teamwork and to use initiative
Excellent communication skills
Creative approach to problem solving
Highly motivated and able to inspire those around you to success
Flexibility
Ability to use initiative
Experience of working with young people, and a positive approach to doing so
Mobile device (hardware and software) support experience (tablets, laptops, iPads)
Experience with Chrome OS, Apple iOS and Android
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
Excellent customer service skills
Ability to work as part of a team as well as independently

Excellent communication & interpersonal skills
--

Ability to work well under pressure maintaining a strong attention to detail
--

Ability to work flexible hours when required
--

N.B.*A Level 3 Award in Education and Training within the first year of appointment and a full teaching qualification must be achieved within 5 year

DESIRABLE CRITERIA

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

Ability to work flexible hours as required by the role
--

Knowledge and experience of Equality, Diversity and Safeguarding
--

Knowledge or experience of Safeguarding

Knowledge of the PREVENT agenda

Experience in using a Library Management System or other automated system

Windows 7/8/10/11 Desktop support experience
--

Experience of IT infrastructure management (networks, servers and desktop)
--

Experience with assistive learning technology

Experience with education technology e.g. video learning platform, virtual learning environments.

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.