

## Learning Resource Centres Job Description

**Job Title:** LRC Study Skills Facilitator

**Responsible to:** LRC Co-Ordinator

**Main Purpose of Job:** Working as part of a proactive, innovative and responsive Learning Resource Centre team to deliver a professional and customer focussed Learning Resource service to students and staff within the College. To assist in the delivery of the LRC Study Skills programme in order to develop, promote and support the use of resources to provide a full range of quality information services to users. This is a cross college role and the post holder will be required to travel to any campus.

### **Main duties and responsibilities:**

- Assist in the planning and delivery of the Study Skills programme (StudyPlus) to both groups of students and to individual students as required, helping them with their coursework and supporting them with their studies. This involves working with students on a 1:1 basis, identifying the help and information they need to complete their coursework and delivering study skills session to groups of students to help with their research and study skills.
- Take responsibility for maintaining accurate tracking systems and records to ensure effective planning and operating of the programme; collect and analyse statistics to measure the impact of the programme.
- Work closely with curriculum staff to ensure the Study Skills service is current and relevant to the students' programmes of study and to share best practice.
- As a member of an integrated team, to participate actively in the day-to-day delivery and development of an efficient, effective and customer focussed LRC service which supports all aspects of the curriculum, providing a welcoming reception service at the LRC counter, adhering to the LRC Customer Care charter to build good relationships with LRC users.
- Identify and understand students' needs for information and be able to source relevant resources in a variety of formats both print and electronic.
- Acquire and maintain a good knowledge of LRC resources relevant to the needs of the students, in order to help them find information from a variety of sources, both print and electronic and to encourage the use of current and emerging technologies to support the delivery of the curriculum.

- Be competent in the use of technology to support learning, ensuring that maximum use is made of technology within the LRC; training staff in the use of e-resources and ensuring all staff are able to help and advise students in finding and using e-resources.
- To participate in the monitoring of LRC services and activities, through surveys and customer feedback. To assist in the regular recording of statistics on service usage and activity, and adding to designated spreadsheets as appropriate. Ensure all data on manual and computerised records is accurate and up to date and provide accurate and timely reports as and when required.
- Keep up to date with new developments in information literacy and learning resources in order to ensure an efficient and effective service which makes best use of emerging technologies.
- Be flexible in the distribution of hours required at particular points in the year to support service demands. Work on a rota basis at other campus LRCs and ensure consistent cover for evening working and college events.

### **General and College Responsibilities**

- Participate actively and flexibly in a range of College-wide activities, such as duty rotas, Open Days, enrolment and marketing events and staff and student activities.
- Participate in training and team development activities, to update knowledge and skills.
- Understand and be committed to the College's Health and Safety Policy statement and the College's safety priorities and be aware of own contribution to such priorities.
- Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery.
- Be familiar with Safeguarding requirements as outlined in the Safeguarding Policy and comply with its requirements to safeguard and protect the welfare of children, young people and vulnerable adults.

This job description and person specification is provided as a guide to the main duties and responsibilities of the post as it is presently constituted. In accordance with Corporation Policy, it will be reviewed regularly with the post-holder. The LRC service is flexible and constantly developing to serve the changing needs of the College community. The duties of the job will therefore continually evolve to reflect that need.

### **Core Competencies, Behaviours, Qualities and Skills**

- Excellent literacy skills and the ability to communicate effectively, both verbally and in writing.
- A 'can do' outcome-focused attitude and approach, resourceful and able to make things happen, taking others along with you.
- A relentless drive to improve performance and deliver outstanding results through new, innovative and more effective ways of working and a commitment to developing skills and knowledge.
- Excellent customer service skills and experience of working with customers in a customer-focused setting
- Excellent communication skills, working effectively within a team, seeing the potential in others and understanding the impact of your actions on colleagues.
- Excellent interpersonal and negotiation skills with the ability to persuade, influence and, when appropriate, challenge with tact and diplomacy.
- A pro-active approach to work and problem solving, and the ability to spot and deal with issues as they occur and apply tenacity in the face of obstacles.
- A high level of professionalism and personal integrity, demonstrated by respect and empathy for others and by a consistent, open and honest attitude.
- A confidence with the latest technology and able to use technology intuitively to instruct others on the range of relevant College resources.
- Excellent organisation and administrative skills and the ability to maintain accurate records.

### **Qualifications and Experience**

- Educated to degree level with English and Maths GCSE at Grade C or above
- A demonstrable record of success in previous roles.