

## **JOB DESCRIPTION**

<b>Ref number</b>	<b>Category</b>	<b>Year</b>
JD203	Learning Resources	2021

<b>Job Title</b>	Learning Resources Coordinator
<b>Salary</b>	Professional Services Grade 6
<b>Reports to</b>	Head of ICT Services

### **Job Purpose**

Learning Resources Coordinators work closely with curriculum departments to identify, acquire and promote relevant learning resources as part of an accessible collection of physical and digital resources that meet curriculum requirements.

Learning Resources Coordinators will develop and deliver sector-leading, contemporary information literacy, digital literacy, study skills to staff and students, identify opportunities for learning resources to enhance the student experience and provide high levels of support to meet the demands of the evolving the curriculum.

### **Main Duties and Responsibilities**

1. Provide second-line information, advice and guidance to students and staff using a range of methods including digital platforms. Creating an outstanding experience for all customers, seeking to add value to every interaction.
2. Identify relevant physical and digital resources to support the curriculum, placing orders as required and working with the Learning Resources Advisors ensuring new resources are catalogued and processed according to agreed procedures in a timely manner.
3. Develop strong and productive partnerships with curriculum departments to identify opportunities to support the curriculum through learning resources and user education. Producing self-directed learning materials and in person through 1:1s and group sessions. to develop information literacy, digital literacy, and independent study skills amongst students.
4. Promote learning resources and services to staff and students through appropriate forums including attendance at meetings and maintaining online and media platforms.
5. Maintain accurate digital records of work undertaken to standards agreed by the Head of ICT Services, including regular reviews of resources and services to help inform service development.
6. Maintain department spaces that promote creativity and collaboration, opening and closing department spaces according to service need. Ensuring areas are welcoming and accessible

to all customers by ensuring spaces are presented to a high standard, demonstrating expectations and positive behaviours from customers.

7. Support customers in the general use of IT including Microsoft Office applications, WiFi connectivity, the VLE and multi-function devices, performing first line problem solving for users and referring more complex issues to the IT Support or Learning Technology team on their behalf.
8. Maintain the library management system and other resource services, performing regular stock checks, housekeeping and maintenance to ensure they accurately represent the resource collection, monitoring usage and demand to ensure effective use of budgets.
9. Perform general administration duties required for the successful operation of the service including taking payments for sales, cash reconciliation and providing an equipment loan service.
10. Deliver training to staff across the college on best-practice use of learning resources and systems and support the delivery of department induction programmes for students and staff.
11. Identify and take responsibility for a specific department service, function or project as agreed with the line manager.
12. Contribute towards the operation of the department including attendance at meetings and events as required, representing the department and college in a positive and professional manner.
13. Contribute to the college's continuous improvement process by engaging in self-assessment and other quality initiatives aimed at becoming an outstanding college including supporting the collection, evaluation and response to customer feedback, identifying and implementing improvements as appropriate.
14. Take responsibility for own continued professional development to support the ongoing development of department services and undertake training relevant to existing and new services as agreed with line manager.

### **Supervision**

1. Provide supervision for your staff by monitoring performance, including contributing to appraisals.
2. Ensure team compliance with established procedures and policies.
3. Review working practises and contribute to the development of new services to support other departments and the College in general.

### **General**

1. To undertake any further training as identified in the college review procedures.
2. To participate fully in college Quality Procedures.
3. To comply with and promote college Health and Safety policies and take appropriate responsibility to ensure the health and safety of self and others.
4. To understand, comply with and promote the college's Safeguarding policy and procedures.

5. To understand, comply with and promote the college's Diversity policies and procedures.
6. Work with due regard for copyright, intellectual property rights and GDPR compliance
7. To engage in continuous professional development.
8. To undertake such other reasonable duties as may be required from time to time and review this Job Description at least annually through the college PDR scheme.
9. Travelling and working away from normal base as may be required.

**PERSON SPECIFICATION** (E = Essential D = Desirable)

<b>Method of Assessment</b>	<b>Essential or Desirable</b>	<b>Application Form</b>	<b>Interview</b>
The table indicates the method by which the skills/knowledge/level of competence in each area will be assessed.			
<b>Qualifications</b>			
To hold; be working towards or be willing to work towards a relevant qualification at Level 4 or be able to demonstrate equivalent knowledge and / or experience	E	X	X
To hold a Level 2 Literacy and Numeracy qualification (GCSE A-C)	E	X	X
To hold a Library/Information Skills qualification	D	X	X
To hold a Teaching or Training qualification	D	X	X
<b>Knowledge / Previous Experience / Skills / Ability</b>			
Experience working in a library or information service	E	X	X
Working in a service delivery environment, supporting users and providing exceptional customer service	E	X	X
Have used and administered library management systems and other resource services	D	X	
Planning and delivering relevant and effective training or support	E	X	X
Working in a training or support setting	D	X	X
Raising and processing orders and working within defined budgets	D	X	
Exceptional communication, relationship building and influencing and negotiating skills	E	X	X
Excellent information literacy skills including researching, evaluating and referencing data	E	X	X
Excellent digital literacy skills including eSafety, managing online professional identities and using communication tools	E	X	X
Excellent time management and organisational skills, the ability to plan and manage multiple priorities and adapt to changing circumstances	E	X	X
Practical working knowledge of business applications - O365	E	X	
Cataloguing and classification of resources using recognised standards	D	X	X
Confident user of online systems including VLE and social media platforms	D	X	X

<b>Personal Attributes</b>			
Work flexibly, both individually and as part of a large team making personal contributions	<b>E</b>	<b>X</b>	<b>X</b>
Ability to create and maintain effective relationships with colleagues at all levels, acting in a professional manner at all times	<b>E</b>		<b>X</b>
A pro-active approach to service delivery and continuous service improvement	<b>E</b>	<b>X</b>	<b>X</b>
Can influence, inspire and motivate others	<b>D</b>		<b>X</b>
Enthusiasm and aptitude for keeping up-to-date with current and emerging trends and digital technologies	<b>D</b>		<b>X</b>
<b>Safeguarding</b>			
Satisfactory enhanced DBS certificate	<b>E</b>		
Be able to display an awareness, understanding and commitment to the protection and safeguarding of children and vulnerable adults.	<b>E</b>		<b>X</b>
<b>Further Requirements</b>			
Willingness to undertake First Aid Training if required	<b>E</b>		<b>X</b>
Willingness to travel between college sites	<b>E</b>	<b>X</b>	<b>X</b>
An understanding of and commitment to Equality and Diversity as it applies to a supportive service in the workplace	<b>E</b>		<b>X</b>
An understanding of safeguarding and a commitment to creating a safe learning environment	<b>E</b>		<b>X</b>

**In addition to the candidate's ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of children.**