

Ref number	Category	Year
JD202	Learning Resources	2021

JOB DESCRIPTION

Job Title	Learning Resources Advisor
Salary	Professional Services Grade 3
Reports to	Learning Resources Coordinator

Job Purpose

Learning Resources Advisor provides first line support to customers seeking information, advice and guidance delivering a contemporary customer experience helping to create modern and accessible learning environments.

With a broad knowledge of department systems and services, Learning Resource Advisors will help staff and students access relevant learning resources using a collection of physical and digital resources that meet curriculum requirements.

Main Duties and Responsibilities

1. Provide first 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. Support customers retrieve and access learning resources through department systems including the library catalogue and online resources such as eBook platforms. Maintaining a broad knowledge of all department services and resources to support curriculums.
3. Ensure the best use of resources by supporting Learning Resource Coordinators selection, processing, and promotion of new resources, managing inter-library loan requests and performing book repairs and promoting digital offerings.
4. 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.
5. 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 Learning Technology team or IT Support on their behalf.

6. Assist with maintaining the library management system and other resource services, performing regular stock checks, housekeeping and maintenance to ensure they accurately represent the resource collection.
7. 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.
8. Supporting the delivery of department induction programmes for students and staff
9. Identify and take responsibility for a specific department service, function or project as agreed with the line manager.
10. 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.
11. Contribute to the College's continuous improvement process by engaging in self-assessment and other quality initiatives aimed at becoming an outstanding College including overseeing the collection, evaluation and response to customer feedback, identifying and implementing improvements as appropriate.
12. 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.

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.
4. responsibility to ensure the health and safety of self and others.
5. To understand, comply with and promote the college's Safeguarding policy and procedures.
6. To understand, comply with and promote the college's Diversity policies and procedures.
7. Work with due regard for copyright, intellectual property rights and GDPR compliance.
8. To engage in continuous professional development.
9. 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.
10. Travelling and working away from normal base as may be required.

PERSON SPECIFICATION (E= ESSENTIAL D=DESIRABLE)

Method of Assessment The table indicates the method by which the skills/knowledge/level of competence in each area will be assessed.	Essential or Desirable	Application Form	Interview
Qualifications			
To hold a Level 2 Literacy and Numeracy qualification (GCSE A-C)	E	X	X
To hold a Customer Services Qualification	D	X	X
Knowledge / Previous Experience / Skills / Ability			
To hold experience and the ability to provide exceptional customer service and interpreting individual requirements	E	X	X
Experience within working in a Library, information service or education	D	X	X
Ability to work efficiently and accurately in a busy customer service environment	E	X	X
Exceptional communication, relationship building, influencing and negotiating skills	E	X	X
Excellent problem solving and decision-making skills with an ability to troubleshoot issues and find solutions	E	X	X
Excellent time management and organisational skills and the ability to adapt to changing circumstances	E	X	X
Practical working knowledge of business applications - O365	E	X	
Confident user of online systems including VLE and social media platforms	D		X
Personal Attributes			
Friendly, approachable and able to create and effective relationships with customers, acting in a professional manner at all times	E		X
A pro-active approach to service delivery and continuous service improvement	E	X	X
Enthusiasm and aptitude for keeping up-to-date with current and emerging trends	D	X	X
Can influence, inspire and motivate others	D		X
Work flexibly, both individually and as part of a large team making personal contributions	E	X	X
Further Requirements			
Willingness to undertake First Aid Training if required	E		
Willingness to travel between College sites	E		
An understanding of and commitment to Equality and Diversity as it applies to a supportive service in the workplace	E		
An understanding of safeguarding and a commitment to creating a safe learning environment	E		

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.