

JOB DESCRIPTION

Job Title: LRC Assistant (Term Time)

Grade: 3

Line Manager: LRC Manager

1. Job Purpose

1.1 To improve student achievement and progression by providing a helpful and efficient LRC service which assists staff and students across a range of College programs.

1.2 As a member of the LRC team, to participate actively in the day-to-day development and delivery of a responsive, customer-focused service for a number of initiatives.

1.3 This post will contribute to the achievement of the College's single corporate objective - **improving student's achievements** - by undertaking the following specific responsibilities. What follows is not intended to be an exhaustive or definitive list; other duties may be required as necessary.

2. Key Responsibilities

2.1 Assisting and supporting students and staff in the selection and use of learning resources and equipment for both independent user study and to support teaching for learning. Also assisting in the development and administration of resources.

2.2 Providing solutions and advice to application and operational ICT enquiries (including use of equipment, email and user account maintenance, printer payments/credits, reporting of faults).

2.3 Assisting with the College UCAS application program including checklists, Pre-check of student applications and dissemination, collection and following up on Student actions/inactions on assigned Tutorial tasks

2.4 Advise students studying in the Learning Resource areas on the effective use of software packages, support students by taking and processing payments and maintaining worksheets

2.5 Assisting in display work that supports class activities or promotes resources and ensuring digital signage content is updated (including poster design, leaflets, marketing, and merchandising).

2.6 Supporting the delivery of the Prospects Diploma by engaging with students and staff, face to face, over the telephone and electronically in order to audit student work and provide progress updates

2.7 Assisting with the day-to-day organisation, security and tidy appearance of the LRC areas ensuring necessary resources are available and maintaining a quiet study environment

2.8 Assisting with the taking of lesson registrations as guided by the LRC Manager.

2.9 Providing cover for all parts of the LRC Team in all three rooms (the LRCs and the Library).

2.10 Participation in developmental projects as requested by the LRC Manager, ensuring that the service offered to staff and students continues to evolve in line with College needs.

2.11 Any other reasonable duties that may be required to support the effective delivery of Support services or the wider College.

3. Knowledge, Skills and Experience

Category	Knowledge, Skills and Experience	Essential/ Desirable
Communication and IT	Good knowledge of general productivity applications (especially Microsoft applications - Word, Excel, PowerPoint, Access - and Adobe applications – (Photoshop and Illustrator) and resources used in College. Proficient in the use of applicable content packages and use of internet for research purposes. Keeping up-to-date with new packages. Experience of cash handling Behavioural management skills	Essential Essential Essential Desirable Essential
Customer service	Excellent customer service, customer care and interpersonal skills.	Essential
Other	Ability to follow up on actions and tasking Excellent attention to detail Flexible and willing approach Excellent organisational skills Good planning skills	Essential Essential Essential Essential Essential
Job requirements	Able to work outside of normal College working hours for events	Essential