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| **Job Description – Learning Services Support Assistant** | **L:\Admin\Logo\TVCT Logo\Tees Valley Collaborative Trust logo.png** |

Reporting to the Head of Student Services

Grade: Sixth Form Colleges’ Support Staff Pay Spine, Points 6-9

Hours: Up to 37 hours per week, TTO

You will assist with the day to day running of the Learning Resource Centre and contribute towards its continuing development, including providing revision and study skills support to students and facilitating supervised study sessions. It is envisaged that this postholder will offer services as part of a booking system providing 1-1 or group support activities.

This is a flexible role within the Student Services team. It will be predominantly based within the Learning Resource Centre, but on occasions you will be expected to carry out work in other areas across the team and within your capabilities. There will also be a requirement for the postholder to deliver annual and termly support as part of induction and PD for Teachers and Lead Practitioners on themes covering AI, plagiarism and study skills etc…

**Responsibilities**

1. Design and deliver academic related study skills through specialist teaching of study strategies both on a one to one and group basis for staff and students.
2. Facilitate supervised study sessions, including monitoring attendance and reporting on absence issues.
3. Oversight of facilities and set expectations and manage behaviour standards in the LRC
4. Issuing and return of loan items, including overdue process, and control and use of reference materials;
5. Assisting users in the use of computers, applications software and other resource centre equipment;
6. Maintaining cataloguing systems;
7. Performing basic computer account operations (for example, student password resets, addition of print credits) for all users.
8. Collection of digital images for student and staff identification cards and arranging replacement of lost cards; Be involved in the production of student, staff and governor identification badges
9. General housekeeping and administration associated with the work of the Resource Centre; including cash reconciliation/banking and ordering of supplies/new resources
10. Assisting the Careers Co-ordinators in the cataloguing and physical upkeep of careers materials;
11. Provide signposting for students’ enquiries and supply information on a whole range of topics, for example, grant applications, college transport, lockers, and timetables.
12. Taking money and issuing receipts as appropriate.
13. Carrying out such similar duties as may be required by the Chief Executive Officer, commensurate with the post.

This job description sets out the main responsibilities for the postholder but is not intended to be an exhaustive list. Specific duties may change from time to time without changing the general nature of the post and the postholder is expected to be flexible in the range of responsibilities they undertake commensurate with the responsibility and salary

Signed……………………………………………………… Dated ……………………………….

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| **Person Specification – Learning Services Support Assistant** | **L:\Admin\Logo\TVCT Logo\Tees Valley Collaborative Trust logo.png** |

**Essential**

* Excellent communication and presentation skills with the ability to relate to young people and adults
* Deal with demanding situations and requests in a calm, reassuring manner with a view to achieving a positive outcome. Dealing with students to ensure they have positive behaviour.
* Have the ability to work on a one-to-one or group basis with young people and adults.
* At least 5 GCSEs at A – C or equivalent vocational qualification including English and Mathematics
* At least Level 2 IT qualification
* Ability to provide support and problem solving with a range of common used software applications used by students (e.g. MS Office, including Powerpoint and Excel)
* Effective use of a wide range of digital technology (e.g. Cameras, storage media, photocopiers, scanners)
* Proven organisational and office skills including setting up and maintaining both paper based and electronic filing and retrieval systems
* Enthusiasm and initiative
* Good sense of humour
* Flexible approach to working hours
* Committed to the provision of a quality service

**Desirable**

* Knowledge of library classification systems
* Experience of electronic library systems
* Knowledge of student welfare demands and issues, how to provide information and support.