**Learning Centre Assistant**

**Full time (37.5 h/w)**

**All year round or Term Time (42 weeks available)**

**£23,189 to £24,421 p.a (salary will be pro rata for TTO)**

At Nescot we are recruiting for a Learning Centre Assistant to join our Learning Centre Team.

**What we are looking for:**

* Experience of working with young people and in a library or college environment
* Customer service skills
* Administrative, financial, IT skills and a team player with excellent communication with students, staff and other stakeholders
* Available to work one regular evening per week until 19:00 pm

**Duties/responsibilities:**

* You will participate in a rota at the Welcome Desk for issuing, renewing and returning loan materials using the Library Management System.
* You will participate in a rota to provide frontline support, assisting users to access a wide variety of learning resources and services available.
* You will assist with providing and maintaining a tidy, safe and comfortable environment in the Learning Resources Centre that is appropriate for both group and individual learning.
* You will support the Information and Communications Technology (ICT) and e-learning services and technologies provided by the Learning Resources Centre and assist users gain maximum benefit from these services.
* You will carry out various administrative tasks, including checking renewals, raising requisitions, processing invoices, liaising and handling queries from suppliers and College Finance.

**Benefits:**

* A discounted on-site gym, sports hall, fitness class, osteopathy and day nursery
* 5-minute walk from Ewell East Station
* Discounted Starbucks, Modern hair and beauty salon offering employee discounts
* Free online qualifications
* Free parking on-site

*Nescot is graded ‘Good’ by Ofsted following its latest inspection in January 2023. Inspectors rated the College as Good in all 8 aspects. The report recognises that students “enjoy their courses and are motivated to succeed”, and benefit from “highly supportive relationships” with staff.*

*At Nescot, we’re proud of our inclusive culture and we welcome all applications. This role is employed through Nescot Enterprises Ltd, a wholly owned subsidiary of Nescot which operates different terms and conditions.*

**Closing date is Sunday 7th July 2024**



**Interviews will be held on 16th July 2024**

**Job Description**

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| **Position Details:** | |
| **Title:** | Learning Centre Assistant |
| **Department:** | Grade 3 |
| **Fraction:** | 37.5 hours per week, 42-52 weeks per year (to be agreed) |
| **Status:** | Perm |
| **Grade:** | NEL Support Grade 3 |
| **Reporting / Department Details:** | |
| **Responsible to:** | Learning Centre Manager |
| **Job Purpose:** | |
| To assist in the delivery of high-quality, customer-focussed Learning Centre and open access IT services at Nescot College, which support teaching and learning activities by carrying out a range of front-line duties.  To assist in the provision of a well-maintained working environment for staff and students in the Learning Centre.  To support the Information and Communications Technology (ICT) and e-learning services and technologies provided by the Learning Centre and assist users gain maximum benefit from these services.  To provide an efficient and effective administrative, financial and support service to the Learning Centre Manager. | |

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| **Main Duties and Tasks:** | |
| * To participate in a rota at the Welcome Desk for issuing, discharging, renewing and returning loan materials using the Library Management System. * To participate in a rota to provide frontline support, assisting users to locate items using the online public access catalogue, booking PCs, borrowing and returning Chromebooks and operating photocopiers, printers and scanners. * To assist users with general enquiries, providing information about services and resources available and ensure excellent customer service at all times. * To assist users with open access IT support. * To maintain hourly statistics on LRC user numbers. * To assist with maintaining an environment appropriate for both group and individual learning. * To patrol the Learning Centre to ensure that students and staff are adhering to the LRC regulations and liaise with Nescot Security as required. * To maintain a database of infringements of LRC regulations, inputting incidents produced. * To find maintenance requests and submit to Estates/IT via online reporting system. * To inspect and maintain the learning spaces, study areas and bookable rooms. Tidy spaces as required, check equipment, PCs and cables function and refit or report as necessary.   + To check on the cleanliness of the LRC and report as required. * To assist with opening and securing the Learning Resources Centre at the start and/or end of the day. * To assist in the delivery of induction tours for new students. * To assist with organising activities and initiatives in the LRC such as reading challenges, book displays, book clubs or similar. * To shelf, file and tidy loan and reference materials. * To contribute to regular stock checks. To assist with the withdrawing and coordinate the disposal of withdrawn printed books and by sale, recycling or donating to staff, students and charity. * To assist in the collection, production and presentation of statistical and performance data. * To hand petty cash and comply with Nescot’s financial procedures. * To provide a full administrative support service to the Learning Centre Manager, including typing of correspondence and reports, dealing with telephone calls, emails and enquires as required. To open and distribute all incoming post to the appropriate person and bring urgent matters to the attention of the Learning Centre Manager to action. * To assist the Learning Centre Manager to monitor and manage the departmental budget, including checking renewals, raising requisitions, processing invoices, liaising and handling queries from suppliers and College Finance. * To assist the Learning Centre Manager with the preparation of the budget for the following year. * To organise LRC meetings, take the minutes and send them out to the appropriate persons. To progress and chase agreed actions so they are completed by the due date. * To recover outstanding materials and cross-college equipment by communicating with defaulters by phone, letter and invoices. To liaise with Finance to invoice defaulters, deciding when to send to the Debt Collectors, and setting items to bad debt if not recovered. To advise appropriate departments when items are set to lost. * To organise and maintain a comprehensive and up-to-date filing and data retrieval system for all records which enables easy access to obtain relevant information. * To ensure that the monies received in the LRC are correctly balanced, and the correct budget code is used when paying in to College Finance. * To oversee stationery requirements and maintain appropriate stock levels for the department. * To support the Learning Centre Manager in establishing and maintaining an up-to-date department inventory and liaise with Finance on issues concerning assets. * To contribute to the development and integration of the Learning Centre by actively participating in meetings and working with colleagues throughout the college. * To carry out specific projects as directed by the Learning Centre Manager. | |
| **Personal Development:** | |
| * To participate in, and co-operate with, own Performance Review Interview to ensure that job-related targets are met and on going staff development in line with Nescot’s aims. * To carry out Continuing Professional Development (CPD) relevant to the role, including subject or professional updates. | |
| **Equality and Diversity and Nescot Values:** | |
| * It is the responsibility of the post holder to promote equality and diversity, Nescot Enterprise values and recognition of diversity throughout Nescot Enterprises. * To follow and adhere to Nescot’s Equality and Diversity policy at all times. * The post holder will undertake their duties in full accordance with Nescot Enterprises’ policies and procedures relating to equality and diversity and Nescot Enterprise values. |
| **Safeguarding and PREVENT Responsibilities:** | |
| * It is the responsibility of the post holder to commit to safeguarding and promoting the welfare of students within Nescot Enterprises. * The post holder will undertake their duties in full accordance with Nescot Enterprises’ policies and procedures relating to safeguarding, PREVENT and promoting the welfare of students. | |
| **Additional Duties:** | |
| * To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within Nescot Enterprises at the initial place of work or any other of the College Group sites within the area. | |

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| **Health and Safety:** |
| * Under the Health & Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions.  In addition, you must co-operate with the College on health and safety and not interfere with, or misuse, anything provided for your health, safety or welfare. * The Health and Safety Policy is available through Sharepoint, your line manager or via Onboarding.  |  | | --- | | **Terms and Conditions of Nescot Enterprises Ltd:** | | * Please note that this is a post under Nescot Enterprises which has different terms and conditions to that of the College | |
| **Annual Leave and Hours of Work:** |
| * Full time hours of work are 37.5 hours per week, normally worked Monday – Friday 8.30 am – 5.00 pm. Part time or casual hours will be as agreed. * For full time staff annual leave is 25 days plus Bank Holidays plus 5 efficiency days taken at Christmas when the College is closed for 2 weeks. Part time staff’s annual leave will be pro rata. Please note that it is expected that post holders will take their annual leave at times convenient to the department and its students, which will normally therefore be at times when students are not in College.  |  | | --- | | **Pension** | | You have the right to join the NEST scheme and you will be automatically enrolled into the NEST Government Workplace Pension Scheme should you meet the required criteria of an eligible job holder. You may elect to opt out if you wish. |   This job description is current as dated. In consultation with the post holder it is liable to variation by the College to reflect actual, contemplated or proposed changes in or to the job.  UPDATED BY: Cristina Ruiz de Asua Date: June 24  UPDATED BY: HR Date: June 24 |
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PLEASE CONTINUE FOR PERSON SPECIFICATION

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| **Person Specification – LRC Assistant** | | | | | | | |
|  | **Essential** | | | **How Identified\*** | **Desirable** | | **How Identified\*** |
| **Experience** | * Relevant experience in a customer-care environment * Experience of working with young people and/or adults * Administrative or financial experience | | | A/I  A/I  A/I | * Experience of working in a library or Learning Resources Centre | | A/I |
| **Skills and Abilities** | * Excellent communication skills, both oral and written and the ability to write clearly and concisely * Excellent interpersonal and customer service skills in order to support and advise students * Excellent IT skills, including the use of Microsoft Office 365, Google apps, e-mail and the Internet. * Excellent literacy and numeracy skills * Ability to work productively in a busy office environment which is subject to constant interruptions | | | A/I  A/I  T  T  I | * Experience of using library management systems or a comparable system * Experience of using financial systems | | A  A |
| **Qualifications** | * English and Maths GCSE or equivalent | | | A | * NVQ in customer service or willingness to undertake the qualification * Administrative or financial qualification | | A/I  A |
| **Personal Qualities** | The ability to work as a member of a team  The ability to work on own initiative  Ability to maintain high attention to detail especially in respect of data entry and maintaining financial records  Excellent negotiation skills  Competent, conscientious and motivated with a methodical approach to work  Accuracy and attention to detail  Possess a flexible and responsive approach to changing needs  Enthusiasm and a friendly and approachable manner  Proven ability to demonstrate attention to detail and accuracy  Has awareness of equality and diversity and NEL Values which is promoted within your role  Commitment to continuing professional development  Commitment to safeguarding, PREVENT and promoting the welfare of learners  The required health and physical capacity to carry out the relevant administrative activities, after NEL has made such adjustments as may be required under the disability provisions of the Equality Act 2010  Commitment to energy management and sustainability | | | A/I  A/I  I  I  I  A/I/T  I  I  I  A/I  A/I  A/I  M  A/I |  | |  |
| **KEY** | | | | | | | |
| **A** = Application Form | | **I** = Interview | **O** = Observed Teaching Session | | **T** = Test | **M** = Medical Questionnaire | |

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