



CITY AND ISLINGTON
COLLEGE

JOB REF NO: 4762

CITY AND ISLINGTON COLLEGE

JOB DESCRIPTION

A. TITLE OF THE POST: Casual Learning Centre Assistants

RESPONSIBLE TO: Learning Centre Manager / Assistant Learning Centre Manager

GRADE: Business Support

SALARY: £12.96 per hour

CLOSING DATE: 2 August 2010 (Midday)

B. PURPOSE OF THE JOB

- To assist, as part of the Learning Centre team, with the day to day running of quality customer focused service. To advise, support and assist users of the Learning Centre in the use of all learning resources, including E-learning and to contribute to the effective delivery and promotion of all learning centre services.

C. MAIN DUTIES AND RESPONSIBILITIES

- To provide first line help for centre users in locating and using to the best effect all resources within the centre.
- To assist learning centre users in the use of ICT equipment including networked PC's, CD-ROM multi media applications, audio visual materials, photocopiers etc.
- To provide support to staff and students for curriculum based activities.
- Reception work at the issue desk, including dealing with the issue and return of learning centre materials, and general enquiry work.
- Shelving/filing a range of learning centre materials.
- Processing resources.

- Sorting and processing the daily post and responsibility for newspapers and materials.
- Using the computer terminals for the input of data, extraction of information, as required in performing above duties.
- Working with the Centre team to maintain acceptable standards of behaviour and implement the Learning Centre Code of Conduct in line with the Colleges Disciplinary Procedures.

D. EXPECTATION OF THE POST HOLDER

- Ensure that the college policy for equality of opportunity is adhered to and promoted in all aspects of the postholder's work.
- Ensure effective quality control and continuous improvement in all aspects of the work and responsibilities attached to this post, in keeping with the college's quality assurance procedures and systems.
- Be committed to professional self-development, through participation in in-service training as necessary for the successful carrying out of the job.
- To comply with and promote College Health and Safety policies and procedures and to undertake recommended Health and Safety training as and when necessary.
- Undertake such other duties as are commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the college.
- You may be required to work occasional evenings and weekends in response to the needs of the role and service.

NB. This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive listing of tasks and can be varied in consultation with the postholder in order to reflect changes in the job or the organisation.

E. PERSON SPECIFICATION

Qualifications and Experience

1. Educated to level 2/GCSE/GNVQ Intermediate or equivalent experience.
2. Experience of working in a busy face to face customer-focussed environment.
3. Experience of using ICT and supporting students use of electronic resources.

Knowledge and Understanding

1. An understanding of, and commitment to, the College's Equal Opportunity and Diversity policies and how they are implemented to the practical benefit of staff and students.
2. Understanding of the principles of customer care and to apply those principles positively with students and staff.

Skills and Abilities

1. Ability to maintain a range of effective and accurate filing systems.
2. Good written and verbal communication skills in order to work positively with staff and students.
3. Ability to work effectively as part of a team
4. A positive, helpful and friendly attitude to support users of the library/learning centre.
5. Ability to maintain acceptable standards of behaviour and implement the Learning Centre Code of conduct, in line with the College's disciplinary procedures.

When completing your application form and writing your supporting statement please make sure that you cover all the points in the Person Specification using each criterion as a separate heading.

Please return by post to: Personnel, 383 Holloway Rd, London. N7 0RN or you can email it to: jobs@candi.ac.uk