

JOB DESCRIPTION	
<b>Job title:</b> Learning Zone Assistant	<b>Accountable to:</b> Senior Advisor
<b>Contract length:</b> 7 months maternity cover	<b>Hours per week:</b> 26.5 <b>Weeks per year:</b> 38
<b>Salary:</b> £24,563 to £28,839 pro rata with contribution pay of up to £30,293	<b>Grade:</b> 2
<b>Service:</b> Library Services	<b>Location:</b> King's Cross
<p><b>What is the Learning Zone?</b></p> <p>The CSM Learning Zone is a Library Services resource co-located with CSM Library. The Learning Zone is a student-focused social and collaborative learning resource that offers IT facilities (high performance computers, accessories and printers), art and design making spaces, facilities for individual and interactive working and staff on hand to support service users.</p>	
<p><b>What is the purpose of the role?</b></p> <p>You will assist in delivering excellent customer and learning support to students, staff and visitors who use the Learning Zone, assisting them with our loan offers, our facilities, room bookings, equipment, IT software and IT hardware. You will also assist with a range of tasks to support the running and administration of the resource, including restocking MFDs and updating shared information sources.</p>	
<p><b>Duties and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Assist students with the use of the services and resources within the Learning Zone, including support for IT, audio-visual and reprographic equipment, general-purpose software, and guidance on the use of electronic information resources and library materials.</li> <li>• Assist with induction sessions and other training activities for individuals and groups of students in the effective use of Learning Zone facilities.</li> <li>• Assist with the production of promotional and instructional guides to encourage students' independent learning, including assisting with the preparation and production of displays, signage and promotional material in a range of formats and photocopying and word-processing documentation as required.</li> <li>• Participate in a rota to provide frontline support, handling sales of items and equipment loans to students.</li> <li>• Assist with the day to day supervision of the Learning Zone, including keeping the space in good order through regular tidying, in accordance with best health and safety practice and security guidelines.</li> <li>• Assist with opening and closing procedures for the Learning Zone.</li> </ul>	

- Assist with training and day-to-day support of other Learning Zone Assistants, assisting the Learning Zone Manager, Senior Advisor and Advisor in their support of the induction process.
- Take responsibility for service delivery within the Learning Zone in the temporary absence of a Learning Zone Advisor, Senior Advisor or the Learning Zone Manager.
- Assist with a range of administrative tasks as required such as monitoring equipment, consumables and stationary, undertaking stock taking and assisting Advisors, Senior Advisor and Learning Zone Manager with the compilation of orders.
- Assist in the monitoring and evaluation of the Learning Zone through the compilation of qualitative and quantitative data as required.
- Uphold Learning Zone, Library Services and UAL policies and procedures.

### **General**

- Assume other reasonable duties consistent with your role, as determined by the Learning Zone Manager, Associate Director of Services and Support or Director of Library and Student Support Services, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance to the University's policies and procedures, as laid down in the Financial Regulations.

### **Key Working Relationships**

- UAL students
- Other Learning Zone colleagues (Assistants, Advisors, Senior Advisor and Manager)
- CSM Library and other Library Services colleagues and managers.
- Academic Support, Language Development and Student Services staff who we collaborate with or who undertake activities in the Learning Zone or Library.
- Local IT Support staff, central IT Servicedesk and IT specialist support teams.

**Specific Management Responsibilities**

Budgets: not applicable

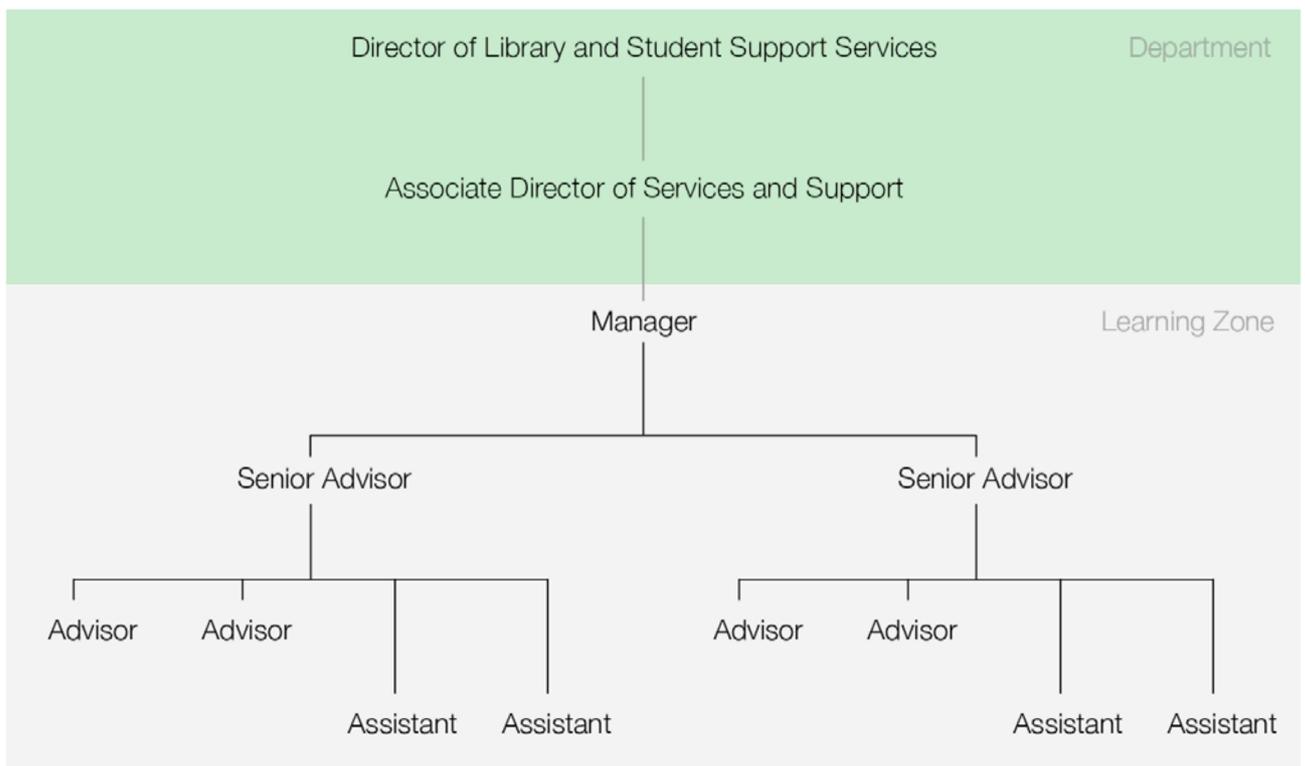
Staff: not applicable

Other (e.g. accommodation; equipment): not applicable

Last updated: August 16 2019

**Learning Zone**

staff and management structure



PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	Formal training or education to post-16 level, or equivalent
Relevant Experience	Experience of working in a customer service environment as relevant to the post
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	Effectively delivers basic training or briefings to support understanding or learning
Professional Practice	Plans, prioritises and organises work to achieve objectives on time
Planning and Managing Resources	Works collaboratively in a team or with different professional groups
Teamwork	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day problems

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Last updated: August 16 2019