

JOB DESCRIPTION

Job Title: Learning Zone Assistant

Accountable to: Senior Learning Zone Advisor

Contract Length: Permanent

Hours per week/FTE: 35

Weeks per year: 52

Salary: £25,061.00 - £29,358.00

Grade: 2

College/Service: Library Services

Location: Central Saint Martins, Kings Cross

Purpose of Role:

To assist in the delivery of high-quality, customer-focussed resources and services within the Learning Zone to support the teaching, learning and research activities of University of the Arts London (UAL) and its constituent Colleges by participating in front-line services and administrative duties. This includes support for activity-based and social learning in a flexible and innovative environment.

Duties and Responsibilities

1. 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.
2. Participate in a rota to provide frontline support - online and on site – as well as handling sales of items and equipment loans to students.
3. 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.
4. Assist with opening and closing procedures for the Learning Zone.
5. Assist with the production of promotional and instructional guides which encourage students' independent learning
6. Assist with a range of administrative tasks as required such as monitoring equipment, consumables and stationery, undertaking stock taking and assisting senior colleagues with the compilation of orders.
7. Assist in the monitoring and evaluation of the Learning Zone through the compilation of qualitative and quantitative data as required.
8. Participate in Library Services meetings and support Library Services-wide projects, groups and activities as required.
9. Uphold Learning Zone, Library Services and UAL policies and procedures.

In addition the post-holder will be expected :

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To 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)
- To 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
- To 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
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships:

- Library colleagues
- Estates colleagues
- UAL academic staff
- UAL students

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment):

Signed Richenda Gwilt Date of last review 23 Sept 2020
(Recruiting Manager)

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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.
Research, Teaching and Learning	Effectively delivers basic training or briefings to support understanding or learning. An understanding of providing guidance and support for individuals in their use of the services and resources found in the Learning Zone.
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems