

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Learning Zone Assistant

Salary : £24,034 - £27,593 pro rata
(potential for contribution pay up to
£29,001 pro rata)

Grade: 2

Location: King's Cross

Accountable to: Senior Advisor

Section: Library Services, ADS

Purpose of Job:

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. Assist with induction sessions and other training activities for individuals and groups of students in the effective use of Learning Zone facilities.
3. 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.
4. Participate in a rota to provide frontline support, handling sales of items and equipment loans to students.
5. 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.
6. Assist with opening and closing procedures for the Learning Zone.
7. 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.

8. 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.
9. 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.
10. Assist in the monitoring and evaluation of the Learning Zone through the compilation of qualitative and quantitative data as required.
11. Uphold Learning Zone, Library Services and UAL policies and procedures.

In addition the post-holder will be expected to:

12. Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
13. Undertake health and safety duties and responsibilities appropriate to the role.
14. Work in accordance with the University's Equal Opportunities and Diversity Policy, and the Staff Charter, promoting equality and diversity in your work.
15. 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.
16. 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.
17. Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Resources Managed

Budgets: Not applicable

Staff: Not applicable

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

Signed _____ Date of last review _____

(Recruiting Manager)

Job Title: Learning Zone Assistant Grade: 2

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
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

Last updated: March 2016