

**Job Description:**

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| **Post:** | ***Learning Hub Advisor***  |
| **Salary Grade:****(fixed point)** | *Grade 3 Point 11 - £20,979.72* |
| **Responsible to:** | *Learning Hub Coordinator* |
| **Responsible for:** | *N/A* |
| **Location:** | *These are campus specific roles, however, there may be the occasional requirement to travel between other College sites as and when necessary* |

**Key Purpose:**

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| **1** | To assist the TL&Q Manager and Learning Hub Co-ordinator in providing a modern and vibrant learning environment that supports innovation in digital technology to enhance learning. To provide high-quality resources for students and staff at HSDC. To undertake daily procedures and administrative tasks of the Learning Hub. |
| **2** | To ensure that staff and students IT needs/study needs are met by closely working with IT technicians/other internal stakeholders and effectively communicating timely resolutions to ensure teaching, learning and assessment remain to a high standard |
| **3** | Obtain feedback from users to ensure Learning Hub resources available are meeting the needs of the curriculum and students, for example, the software on PCs and the range of books/journals |

**Key Responsibilities and Accountabilities:**

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| **A** | Ensure the Learning Hub meets the needs of students and staff with an enhanced focus on digital learning  |
| **B** | Ensure the IT enquiries raised by staff and students are addressed in a timely and effective manner  |
| **C** | Maintain and develop the use of booking systems to maximise the use of the Learning Hub resources and computers |
| **D** | Support and supervise students and staff in the Learning Hub to ensure an environment conducive to learning. Challenging inappropriate behaviour as necessary and using reporting systems to support any concerns or issues arising. |
| **E** | Develop resources by liaising with teaching staff and the digital creation suite to ensure that students are supported to use a range of strategies to enhance their learning.  |
| **F** | Deliver Learning Hub inductions including a focus on software to support learning to groups of students |
| **G** | Promote student skills development through the enrichment offer for example reading and digital skills  |
| **H** | Ensure the health and safety of all students, staff and visitors to the College |
| **I** | Provide a current awareness service to inform students and staff about new resources including the College’s digital strategy  |
| **J** | Enable the student voice to be heard in the delivery of the service |
| **K** | A flexible attitude towards working hours is necessary for the needs of the service |
| **L** | Participate in the development of the College mission/vision process and undertake appropriate training  |
| **M** | Be aware of safeguarding responsibilities, seeking input from the safeguarding panel and/or Student Advisers (Health and Well-being) as required |

**Cross-College Responsibilities and Accountabilities:**

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| **1** | Participate in Performance Management and professional development activities as required.  |
| **2** | Value and promote diversity and equal opportunities. |
| **3** | Work within health and safety guidelines and be aware of your responsibilities for health and safety.  |
| **4** | Fully support and adhere to the College approved strategies, policies and procedures. |
| **5** | Be responsible for safeguarding and promotion of the welfare of children, young people and vulnerable adults.  |
| **6** | Support the College’s quality initiatives, promoting the values of the College and ensuring that outputs meet quality standards |
| **7** | Provide the best possible service to customers (both internal and external) in line with College standards. |

This job description is current as at the date shown below.

In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites.

**Person Specification**

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|  | **QUALIFICATIONS & TRAINING** | **Essential** | **Desirable** | **How assessed** |
| i | Good general education to include Maths and English to GCSE Grade C or equivalent | Y |  | A |
| ii | Level 3 qualification  |  | Y | A |
| iii | IT qualification or the willingness to undertake |  | Y | A |
| iv | Customer care qualification or the willingness to undertake |  | Y | A |
|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING (CURRENT)** |  |  |  |
| v | Working knowledge of Library Management System or the willingness to undertake relevant training | Y |  | AI |
| vi | Experience of working in a customer facing role | Y |  | AI |
|  | **SKILLS & ATTRIBUTES** |  |  |  |
| vii | Excellent customer care skills | Y |  | AI |
| viii | Excellent communication skills | Y |  | AIP |
| ix | Ability to work in a team | Y |  | AI |
| x | Flexible and reliable | Y |  | AI |
| xi | Excellent digital skills | Y |  | AI |
| xii | Passionate about resources and working with students of all age groups | Y |  | AI |
| xiii | Ability to give advice and instruction to students and staff about the latest resources including digital resources  | Y |  | AIP |
| xiv | Demonstrate the ability to acquire new skills such as digital learning (e.g. virtual reality and artificial intelligence) | Y |  | AI |
| xv | Understanding of the barriers to learning and suitable strategies to overcoming these |  | Y | AIP |

Key to assessment methods:

A = Application

I = Interview

P = Presentation

W = Written assessment