

Job Description

Learning Resource Centre

Assistant (Part Time evenings & weekends)

Context

INTO University Partnerships (IUP) is an organisation working in partnership with leading British universities and investing in the development of world-class international student centres. INTO Centres specialise in preparing students for undergraduate and postgraduate study in the UK, with a clear focus on and commitment to the delivery of the highest quality student experience. Each INTO Centre is managed by a joint venture board on which IUP and the partner university are equal shareholders.

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INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched 21 partnerships with 19 universities in Europe, North America and Asia. We have enrolled over 50,000 students from 166 countries and now have about 1600 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

Reporting Line

The post holder reports to the Learning Resource Centre Manager.



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Job dimensions

Responsible for working with the Learning Resource Centre Manager to deliver the highest standard of service to students and stakeholders.

Key accountabilities and duties

- To support the Learning Resource Centre Manager in the day to day running of the Learning Resources Centre (LRC).
 - To provide e-resource training to students and staff, including subject database training and inductions.
 - To assist the LRC Manager in the production of student and staff hand-outs and promotional material.
 - To update the Centre's VLEs when required.
 - To issue, return and renew loans and provide support in the use of the self-issue machines.
 - To maintain accurate LRC usage statistics.
 - Shelving, filing and tidying library materials using the Dewey decimal classification system.
 - To assist with training and day to day support of other Learning Resource Assistants.
 - To take responsibility for the LRC service points in the temporary absence of the LRC Manager.
 - Photocopying and word-processing documentation as required.
 - Monetary responsibility in line with centre rules.
 - Processing and checking in new library materials.
 - Providing a welcoming, friendly and customer focussed service in the LRC.
 - Assisting with periodicals management using the Library Management System.
 - Under the direction of the LRC manager to prepare and input orders for library materials on the Library Management System; dealing with queries and reports, and cancellation of orders and completing orders.
 - Processing and requesting Inter-Library Loans.
 - Assisting with LRC displays.
- **Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request.**
- **We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.**

Salary

Salary band B £19,067.00 - £26,346.00 per annum, inclusive of London Weighting Allowance, dependent on qualifications and experience.

Location

City of London, close to Liverpool Street Station.

Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:



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- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- Appropriate suitability checks will be required prior to confirmation of appointment.

This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a Disclosure and Barring Service check (DBS) before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

See next page for person specification

Person Specification

	Essential	Desirable
Legal status	<ul style="list-style-type: none"> • Appropriate DBS disclosure will be required prior to confirmation of appointment. • Eligibility to work and travel freely to and from the UK, i.e. valid UK or EC passport 	
Academic qualifications	<ul style="list-style-type: none"> • Formal training or educated to A level standard or equivalent. 	<ul style="list-style-type: none"> • Has or is pursuing a professional qualification (accredited by the Chartered Institute of Library and Information Professionals) in Librarianship / Information Management.
Experience and achievements	<ul style="list-style-type: none"> • Experience in a library or customer service environment. 	<ul style="list-style-type: none"> • Cash handling and financial procedures. • Relevant experience in a library in the academic sector.
Skills	<ul style="list-style-type: none"> • Ability to work independently, organise and prioritise workload to meet deadlines and work to agreed standards. • Excellent written and oral communication skills. • Basic numeracy skills. • IT skills: Outlook, Word, Excel, Internet • Ability to ensure that accurate information is escalated to the appropriate department/person in a timely fashion to improve working practices. • Ability to maintain accurate and up to date knowledge of services available within the sector and related areas of work. • Customer focused. • Experience of working as part of a team. • Ability to be flexible and adapt to a rapidly changing work environment. • Ability to use standard operating procedures and precedent to answer student and staff queries and problems. 	<ul style="list-style-type: none"> • Experience using a Library Management System. • Experience using Web 2.0 technologies. • Experience using e-resource databases and providing training and inductions to users.