



Job Description

Job Title:	Learning Resource and Information Assistant		
Department:	Student Services	Location:	Thurso
Grade:	NSUP15-18		
Report To:	Student Services Manager		

Job Purpose

To support students and staff in the provision of a wide range of learning resources that meet their educational needs.

Context

The post holder will be responsible for ensuring the provision of an effective, high quality learning resource and information centre to support learning for all students across our tertiary curriculum.

The post holder will work in a customer facing environment, providing support to FE/HE and research students, developing the best use of learning resources to support their course work and the development of academic skills. They will also support teaching teams by offering advice on purchasing and resource development to meet best practice and academic innovation for FE.

The learning resource and information assistant will provide a high standard of customer service including providing learning resource advice and guidance to learners, proactively assisting them in accessing and exploiting library stock, services, and facilities, as a member of a flexible and multi-skilled team. Team working, especially with curriculum, learning support and student engagement colleagues, and the provision of services in a digital environment, are important aspects of the role.

The post holder will also be responsible for a broad range of administrative and clerical tasks and assist with and provide an effective enrolment and data collection process for the College.

Duties and responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

Terms and Conditions

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

General

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides.
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040.
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies.
- Work collaboratively with colleagues to ensure a whole college focus and approach.

Key Accountabilities

- Support students learning needs in the context of library provision, ensuring the smooth running of the learning resource and information centre.
- Work with academic staff and Subject Network Librarians to ensure the procurement of relevant learning resources.
- Organise and deliver learning resource centre induction for all students and staff, online and face to face, offering sessions on how to use and access the resources.
- Support library users in the use and retrieval of electronic sources of information, including e-journals, e-books etc.
- Updating SNIPE system and spreadsheets when issuing and recovering laptops, checking students sign up to terms and conditions for laptop (excludes Stornoway Learning Resource and Information Centre).
- Order, catalogue, classify and process all library stock in accordance with agreed standards and procedures.
- Operate the library management system and manage NWH records within it. Produce reports as required and add/delete records when required.
- Support staff and students in the use of front facing library systems. (separated and clarified as two separate processes)
- Update and maintain the NWH (North, West and Hebrides) and UHI (University of the Highlands and Islands) online library libguides and the NWH library website.
- Manage and maintain high standards of library space, including design of displays and condition of resources.
- Provide input/feedback regarding the library budget.
- Manage the college's print and online periodical subscriptions and attend ANARE meetings to discuss online periodicals (eResources subscription renewals group).
- Maintain the routine operation of the library, including issuing and returning of library stock, inter site loans, weeding, reshelving and general housekeeping.
- Recover overdue materials, liaising with the finance department and utilising support from Engagement Assistants.
- Scan copyright cleared material, when required.
- Cover Library Chat on a rota basis to assist students with library queries.
- Attend UHI Library Practitioners Group meetings.
- Provide support and assist in the development and implication of new policies and procedures. Provide updates to appropriate staff/students as required.

- Liaise with staff and ICT department to ensure sufficient provision of learning resources and assist in implementation of new technologies to support the curriculum.
- Consult with external support services in relation to the library function, as necessary.
- Thurso to visit Alness and Dornoch campus libraries for onsite library presence and general housekeeping.
- Thurso campus stationery sales, recording sales, maintaining stock, handling money and ensuring the cash float is correct.
- Participate in relevant college committees as required.
- Attend and Support at Induction, Open Days and College Graduation Ceremonies.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • SCQF Level 7 in a relevant subject 	<ul style="list-style-type: none"> • HND or above
Experience	<ul style="list-style-type: none"> • Experience of working in an education, training or similar environment • Experience of stock management 	<ul style="list-style-type: none"> • Experience of working within a library environment
Knowledge & Skills	<ul style="list-style-type: none"> • Excellent customer service skills • High standards of literacy and accuracy • Attention to detail • Good IT Skills adaptable to a wide range of computer systems including databases • Good resource management skills • Team building skills • Ability to communicate effectively with colleagues and students 	<ul style="list-style-type: none"> • Experience of Library Management Systems • Resource Management skills • Knowledge of Virtual learning environments
Personal Qualities*	<ul style="list-style-type: none"> • Excellent timekeeper • Positive work attitude • Creative energy • Professional • Ability to work independently and as part of wide geographically dispersed team • Friendly 	
Other	<ul style="list-style-type: none"> • Commitment and ability to undertake and/or continue professional development in a relevant discipline • Clean driving licence • Be willing to work flexible hours when necessary to meet requirements of the post • Be willing to regularly travel on college business, between centres, UHI and within Scotland • Satisfy appropriate Disclosure Scotland checks 	

*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	This post is for 16 hours per week, but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This a part-time, permanent post.
Salary	The salary for this post is on Support Scale Point 15-18, (£29,662 - £31,018 per annum) pro-rata
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based primarily at our Thurso Campus, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.

