

LINCOLN COLLEGE JOB DESCRIPTION

Post Title:	Newark Learning Zone Assistant	Post Number:	CS1306P
Daily Supervision:	Library Manager	Grade:	CSS Scale 2/3
Department:	Library and Careers Guidance	Last Updated:	August 2025

Our Purpose:

To be an extraordinary employer-led organisation; producing a highly skilled and productive local workforce.

Our Mindset:



Job Purpose:

To provide front-line support for library and learning resource services in the Newark Learning Zone including digital skills support.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To provide Learning Zone operational support and excellent customer service from the Help Desks by:
 - a. Using the Library Management system for day to day transactions and organisation of library resources.
2. To provide digital skills helpdesk services to learners:
 - a. To deliver services to learners including digital skills support e.g. using the college's digital platforms, troubleshooting any IT issues
 - b. To liaise with cross college teams to problem solve IT issues for learners and ensure IT equipment in the Learning Zone is maintained.
 - c. To assist them to utilise applications and software including Microsoft Office and other College systems
3. To support and assist customers using the Library services in the Learning Zone by:
 - a. Assisting with the delivery of induction and study skills programmes
 - b. Assisting with the organisation, display and promotion of learning resources and arranging them for the convenience of customers
 - c. Assisting them to utilise the Library Online Catalogue, booking system and electronic resources
 - d. Maintaining good behaviour levels within the Learning Zone
4. To provide administrative support for the Learning Zone under the direction of the Library Manager and Senior Library Assistant
5. To provide support for the delivery of resources and information to students via the College's Virtual Learning Environment and other online systems including LibGuides.
6. To support reading and literacy through the promotion of reading for pleasure and English language activities.
7. To support cross College enrichment activities through promotions, displays and activities.
8. To work with the Careers Guidance Team to promote and support career development resources and activities.
9. To implement and meet the Unit service standards and customer care requirements
10. To contribute to establishing and maintaining an appropriate safe and secure, welcoming and attractive environment for student-centred learning.
11. To operate opening/closing down and security procedures.
12. To contribute to evening and weekend operational activities as specified by Unit rotas.
13. To keep up-to-date with College policies/plans and to contribute to Student Services strategies, plans and developments.
14. To participate in College-wide activities and College events and campaigns as appropriate, including Open Days / Evenings and enrolment.
15. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
16. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
17. To maintain quality standards appropriate to the post.
18. To conform with the Health and Safety requirements relevant to the post.
19. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.



PERSON SPECIFICATION

	Knowledge	PSM
1	Grade 4 or above in GCSE English Language and Maths or equivalent	A
2	L2 qualification in Business & Admin/ Customer Service/ Library and Information	A
3	A recognised IT qualification e.g. ECDL	A

	Skills/Abilities – Interpersonal	PSM
4	Customer care skills	A/I
5	Good written and oral communication skills	A/I
6	Ability to work as a member of a team	A/I
7	Ability to work in a non-discriminatory manner	A/I

	Experience	PSM
8	Work in a library/learning resource environment	A/I
9	Work in a customer oriented environment	A/I
10	Working knowledge of Microsoft Office	A/I/T
11	Appropriate level of IT skills to undertake duties i.e. email, internet and other systems	A/I T

	Work Related Circumstances	PSM
12	Ability and willingness to undertake relevant staff development	A/I
13	Flexibility of hours	A/I

	Skills/Abilities - Other	PSM
14	Good organisational and time management skills	A/I
15	Ability to work accurately and pay attention to detail	A/I
16	Ability to do display work and take part in promotional activities	A/I/T
17	Responsibility for safeguarding and promoting the welfare of children wherever applicable	A/I

Prepared By:	Rachael Adair – Head of Library and Careers Guidance
Date:	February 2024

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test