

Job Description

Learning Environment Assistant

We have the following opportunities available within our team:

Salary:	Grade 3
Contract:	1 x Full time, ongoing (1 FTE) 35 hours per week, 52 weeks per year 1x Part time, ongoing (0.43 FTE) 15 hours per week, 52 weeks per year 1x Part time, fixed term for 18 months (0.57 FTE) 20 hours per week, 52 weeks per year

All posts expected to participate in a rota covering;

- Term time and Spring Vacation Monday to Friday 9am-9pm, Saturday to Sunday 9am-6pm.
- Summer Vacation and Winter Vacation Monday to Friday 9am-6pm, Saturday 12pm-6pm.

Due to demands of the service, no leave will be granted during certain weeks of the year, except in exceptional circumstances. Staff will be notified of these weeks at the start of the leave year.

Location:	Canterbury
Responsible to:	Learning Environment Co-ordinator
Job family:	Administrative, professional and managerial

Job purpose

Work collaboratively within the Learning Environment (LE) team to help provide a high-quality learning environment and excellent study space experience that enables all customers to achieve their goals.

Learning Environment Assistants help to improve the overall student and staff experience when using IT and library services. They also help to ensure good availability, circulation and accessibility of all digital and physical collections.

Post holders help to ensure that the library and learning spaces are respected as a shared resource. They also help to develop and maintain the ecosystem of inspiring spaces, and work to create a 'Learning Campus' at the University.

Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time. Tasks at this level include:

- Providing customer-focussed assistance to students, staff and visitors when using learning spaces and accessing digital and physical collections. Proactively maintaining and improving the learning environment and access to physical and digital collections.
- Helping to safeguard the common interests of all customers by ensuring relevant IS regulations are followed when using learning spaces and collections. This includes playing an active role in the roaming service, aiming to resolve issues arising from breaches of the Library Regulations using tact and diplomacy, and escalating issues where necessary.
- Working in close collaboration with Learning and Research Resources teams to support the collection management lifecycle. Maintaining and improving access to physical and digital material. This includes ensuring that physical items are accurately shelved, easy to find and accessible to customers.
- Helping to ensure that library and learning space equipment and services (self-issue and return machines, printers, laptops, etc.) are operational and faults are reported quickly.
- Helping to ensure that the public areas of the library and study spaces are kept tidy and that any significant issues found (e.g. furniture breakages, water leaks or other damage) are reported to appropriate teams.
- Helping to design and foster accessible and inclusive learning environments and services that work for all student and staff groups, including international students, part time students, distance learners, remote workers, and staff and students across all Kent's campuses and centres.
- Keeping abreast of Library and Learning Environment developments within the University, HE and beyond, to inform development of our support service, and appropriately advise customers.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- The post holder will deliver excellent, customer-focussed support as well as enforcing IS rules and regulations within an often highly pressured environment. They will maintain compliance with IS Regulations, including having challenging conversations to address student behaviour in IS-managed learning spaces.
- They will balance a busy workload to ensure library materials are well maintained and roaming services are successfully provided.
- Post holders will participate in rotas that include evening and weekend working.
- This is a physically demanding post, requiring the lifting and carrying of books and other materials as well as roaming a multi-floor building.
- Post holders will develop a thorough understanding of the organisation, layout, services and facilities of the library and study spaces on campus so that customers can be appropriately guided and advised.

Facts & figures

Annual project portfolio

Involved in 1-2 internal IS projects annually with University staff, student and visitor impact

Services delivered directly to

Students, staff and visitors.

Work reported to

Learning Environment Co-ordinator

External scrutiny

Specific NSS questions about direct service provision; services included in academic

Membership of

periodic programme reviews and school reviews, Accreditations
IS Team meetings

Internal & external relationships

Internal:

- Staff, students & visitors – giving support and advice, dealing with issues and concerns, and service development
- Learning and Research Resources teams - collaboration on collection, circulation and reporting.
- User Experience section teams – collaborating to ensure the library building and services are available during opening hours 7 days a week.
- Committees, user panels, ad hoc groups position.
- Student Support and Wellbeing – collaborating on improving student experience and rule compliance

External:

- Other Universities, professional & academic networks – maintaining and building partnerships
- Professional bodies – networking, training
- Customers including library visitors – supporting and gathering feedback

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Repetitive limb movements
- Prolonged physical/manual work/Manual handling
- Regular use of Screen Display Equipment
- Working at heights
- There is a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Five GCSEs grade A-C or equivalent, including Maths and English or equivalent work experience (A)
- Experience working in a service environment (A)
- Highly organised with the ability to work in a pressured environment (I)

- Good attention to detail (I)
- Comfortable with taking on physical tasks such as lifting, transporting and shelving books and other materials (A,I)
- Comfortable with addressing behaviour and having conversations with customers about rule compliance with tact (A,I)
- Effective interpersonal skills and the ability to work confidently and diplomatically with all stakeholders, both in person and online (I)
- Pro-active and self-motivated with the ability to organise, prioritise and problem solve effectively (I)
- Proven written and verbal communication skills (A,I)
- Clear customer focus and commitment to improving the student experience (A,I,T)
- Commitment to quality procedures and to delivering a high-quality service to our customers (I,T)
- A flexible and enthusiastic approach to work (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- Experience working in library, IT or Information role (A,I)
- Experience or knowledge of higher education settings (I)
- Experience of managing rule enforcement within shared spaces (I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage