

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Luminate Education Group
Core Job Role:	Study Support Officer
Job Title:	Study Support Officer
Reports to:	ilearn Leads
Grade	LC3
Date of compilation:	enter text retaining 'Table Text' style

SPECIFIC ROLE RESPONSIBILITIES:

1. To provide high-quality study support for users of the College LRC with their independent learning skill development.
2. Effective and efficient management of appointments, schedule and learner caseload.
3. To enable, encourage and support learning using the full range of college resources, including digital and online, and develop their understanding and knowledge on this theme.
4. To maintain and contribute to the development of library services and systems.
5. Actively promote skills for learning and proactively assist students and library users to develop their information seeking, research and study support requirements on a one-to-one or small group basis
6. Identify opportunities to involve students in peer-to-peer support.
7. To actively promote the development of English, maths and independent study skills with individual and groups of students.
8. Respond to a range of enquiries from students and staff to support LRC use.
9. To participate in the student and staff induction and information literacy and study skills programme including replication of appropriate learning materials and study guides.
10. Provide technical support for students and staff using online resources, software packages, computers and other equipment in the LRCs.
11. Support LRC users in the use of the catalogues and indexes.
12. Undertake general LRC duties including processing, filing, issues, returns, reservations, shelving, ordering, withdrawals, keeping and collating statistics, making computer and library room bookings.
13. Make full use of all LRC software systems.

14. Provide information to contribute to statistical summaries and reports as required
15. Work flexibly to promote positive and attractive study spaces, seeking feedback from service users, suggesting improvements, creating displays and implementing college behaviour policies and the LRC code of conduct.
16. Deputise for the ilearn mentors and ilearn campus leads as required.]

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GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	Study Support Officer
Department	Quality, Teaching and Learning

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Level 2 in Literacy, Numeracy and IT or equivalent or willingness to work towards	A / C
E	Q2. Appropriate teaching/study support qualification	A / C
E	Q3. Level 3 qualification or work-related experience at an appropriate level	A / I
D	Q4. Level 1 Google Educator or willingness to obtain this as soon as possible	A
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of collating and maintaining records	A / I

D	EK2. Previous employment within an educational setting and experience of working with individual and groups of students	A / I
D	EK3. Previous experience of ordering and stock control	A / I
E	EK4. Familiarity with Library classification systems and processes	A / I
E	EK5. Confident in supporting learners in developing their digital, study and independent learning skills.	A / I / T

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
D	SC1. Good digital skills, familiarity with software packages (e.g. word processing, spreadsheets and databases), Google and the application of IT to library procedures and competent in the use of IT to support students and staff.	A / I
E	SC2. Demonstrate an interest in and passion for learning and supporting students	A / I
D	SC3. Desire to work towards quality systems and processes.	I
E	SC4. Strong commitment to, and the ability to work in a team, sharing responsibilities.	A / I
E	SC5. Effective interpersonal and communication skills and able to establish and maintain good relationships with students	I
E	SC6. Capacity to be adaptable and flexible to respond to changing customer needs.	I
E	SC7. Ability to work independently, to prioritise and manage workload.	I
E	SC8. Excellent organisational skills.	A / I
E	SC9. Excellent interpersonal skills	I
Behavioural, Values and Ethos		

Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I