Role Description

Role Title: Study Centre Officer x3	**Pay Grade:** Grade 6 £23,888 – £26,111 per annum
Normal Place of Work: To be worked on a rota basis; South Bristol Skills Academy (BS14), College Green (BS1), Ashley Down (BS7), Parkway and Advanced Engineering Centre (BS34)	**Line Manager:** Study Centre Co-ordinator
Normal Working Hours: 37 hours per week	**Responsible For:** N/A

ROLE PURPOSE

City of Bristol College is seeking a dedicated Study Centre Officer with a specialised focus on running the study centre as a library while also leading the delivery of workshops aimed at enhancing students' academic skills. This role requires experience in running the day to day operations surrounding a library service or similar. This will be coupled with experience in developing and conducting workshops to develop students' skills such as referencing, digital skills, and college systems. Additionally, the Study Centre Officer will oversee certain administrative tasks related to the curriculum. The Study Centre Officer will act as a primary point of contact at the Study Centre, guiding and aiding students in utilising the facilities. They will conduct Study Centre inductions to support students to access and familiarise themselves with the equipment and resources, ensuring everyone can tap into the right learning materials to boost their educational journey. In addition, the study centre officer will have knowledge in designing and developing e-learning content, implementing technology solutions, and providing support and training to users.

PRINCIPAL ACCOUNTABILITIES

- **Digital and physical resource management and curation** for students to ensure accessibility and relevance across various programmes and disciplines.
- **Development of e-learning material.** Undertaking the task of creating and refining e-learning content to ensure it captivates learners, encourages interaction, and stays in sync with educational goals. This role demands a grasp of instructional design principles and staying updated on the most current trends and technologies in e-learning.
- **Support student learning** by providing guidance and support to students in developing effective study skills, including referencing, research methodologies, and academic writing, to enhance their success in their respective programmes.
- **To develop and deliver workshops** themed around study skills and digital skills.
- **Collaborate with student organisations and academic departments** to facilitate library-related events and initiatives.
- **Promote cross-centre collaboration** and work collaboratively with staff across all college centres to ensure consistency in support services and resources for students.
- **Assist in the coordination and administration** of certain aspects of the curriculum, such as scheduling, resource allocation, and assessment logistics.
- **Maintain accurate records and databases** related to workshop attendance, student progress, and curriculum materials.
- **Liaise with academic staff** to support curriculum planning and implementation initiatives.
- **Developing resources** and create study materials, guides, and workshops to aid students in their academic endeavours.
- **Ensure student engagement** and empower students on their academic journeys by organising workshops, library inductions and events focused on digital and study skills.
- **Manage data** and maintain accurate records and databases related to student support services, ensuring confidentiality and compliance with regulations.

- **Foster an environment that inspires students** and promotes a positive attitude towards learning. Provide adequate support, coaching, and access to suitable resources to facilitate their educational journey.
- **Offer expert guidance** and support student study, extra learning, and accessing suitable resources.
- **Uphold high standards of customer service** by ensuring a welcoming, productive, and supportive learning environment.
- **Assist with library computer systems,** manage resource orders and support all related systems.
- **Administer literacy and numeracy BKSB assessments** to support the admissions process and curriculum when required.
- **Advocate Study Centres as learning hubs outside formal teaching.** Collaborate with curriculum staff to ensure resource accessibility.
- **Collaborate with relevant support teams** to help students access appropriate resources.
- **Direct students toward Information, Advice, and Guidance** so they can access suitable learning opportunities and opportunities outside of the College.
- **Contribute to regular team meetings** addressing emerging issues and advancements.
- **Attend training events** relevant to the role as Study Centre Officer.
- **Proactively address health and safety concerns** within the service, supporting with risk assessments and inspections.
- **Integrate Equality and Diversity practices**, celebrating diversity and addressing inequalities.
- **Ensure full compliance with Safeguarding procedures**, attending update training and appropriately referring issues.
- **Actively promote the College** internally and externally.
- **Undertake other reasonable duties aligned with your level of responsibility at the College or its centres.**

Key Relationships

All posts within the College require a high degree of team working. In particular, the post holder will need to develop and maintain key relationships, including:

• Directors
• Heads of Department
• Study Centre Co-ordinator
• Head of Student Experience
• Careers and Employability Manager
• Student Experience Team Leader
• Student Enrichment Co-ordinator
• Wider Student Experience team
• Curriculum teams, Teachers, Personal development tutors, Programme Managers
• All Business Support staff teams including: Learner Services, Additional Learning Support, Welfare and Safeguarding, Premises Operations and Curriculum Administration

Generic Responsibilities

- To represent and promote the College brand values internally and externally; acting as an ambassador for business development on behalf of the College
- Promote the College's student first ethos, ensuring that the student experience is uppermost in policy and decision making
- To actively promote and act, at all times, in accordance with College policies, including, but not limited to: Health and Safety, Equal Opportunities, Prevent and Safeguarding, the Staff Code of Conduct and the College's Financial Regulations
- To actively promote and adhere to agreed College values
- To engage in implementing changes, promoting innovation
- To participate in the College Annual Appraisal Process, contributing to a culture of self-reflection on practice and continuous professional development
- To facilitate the achievement of the College's quality objectives including those from external bodies
- To undertake other reasonable duties commensurate with the level of post

Values
To role model the College values of: inclusivity, honesty, respect and ambition

Behaviours
To role model and consistently exhibit: student focus; high expectations and aspirations for all; focused on progression and employment; pride in what we do and our place in the city; collaborative and continually improving.

Person Specification

	Essential	Desirable	How assessed *
QUALIFICATIONS			
Bachelor's degree in Education, Library Sciences, or a related field.		✓	AF/Cert
A librarian qualification or equivalent or willingness to work towards it	✓		AF/IV/Cert
Information, Advice and Guidance (IAG) qualifications at Level 3 or willingness to work towards it		✓	AF/Cert
ECDL or equivalent, evidencing a level of general competence in the full range of generic office packages	✓		AF/Cert
GSCE English and Maths Grade C or equivalent	✓		AF/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Proficient in supporting students with referencing and other study skills crucial for academic success.	✓		AF/IV
Excellent communication and interpersonal skills to engage with students and staff effectively.	✓		AF/IV
Strong organisational skills with attention to detail for data management and resource curation.	✓		AF/IV
Ability to work collaboratively in a diverse team and across multiple college centres.	✓		AF/IV
Be responsive to change, and adapt insightful strategies to engage students and add value to the learner experience	✓		AF/IV
Previous experience in running a library service or similar. Including knowledge of library systems, cataloguing standards, and information retrieval techniques.	✓		AF/IV
Demonstrated experience in developing and delivering educational workshops or training sessions.	✓		AF/IV
Proven experience (minimum of 2 years) in managing digital resources, preferably within an educational or similar setting.		✓	AF/IV
SKILLS AND ABILITIES			
Excellent interpersonal and communication skills, with the ability to connect with a diverse student population.	✓		AF/IV
High levels of enthusiasm, energy, and a proactive approach to problem-solving.	✓		AF/IV
Cultural sensitivity and commitment to promoting diversity and inclusion.	✓		AF/IV

Work effectively on own initiative and as a member of a team.	✓		AF/IV
Work calmly under pressure and highly organised	✓		AF/IV
Student focussed, with a commitment to supporting and enhancing the student experience and providing an outstanding provision	✓		AF/IV
Ability to communicate clearly & effectively with people whose first language is not English	✓		AF/IV
Confident with the use of IT to include monitoring statistical reporting highlighting areas of achievement and concern.	✓		AF/IV
Work successfully with colleagues at all levels of an organisation to achieve results.	✓		AF/IV
Confident, approachable and friendly disposition with strong communication and interpersonal skills.	✓		AF/IV
Creates a positive image of the college through the delivery of a high-quality customer focussed service	✓		AF/IV
Seeks support when unclear or when assistance required	✓		AF/IV
Willingness to work additional hours when required to meet demands of job, and on some evenings per week in term-time as necessary. Will need to be available on standby for occasional Saturdays.	✓		AF/IV

*Assessment method:

AF = Assessed via application form   IV   =   Assessed via interview
AT = Assessed via test/work-related task   Cert   =   Certificate checked at interview