

Learning Resource Advisor – Job Description

The Role

Job title:	Learning Resource Advisor
Department:	Digital Innovation
Responsible to:	Digital Operations Manager
Location:	Royal Agricultural University, Cirencester
Salary:	Grade 5: £22,417 - £26,715, dependant on experience
Term:	Full-time/part-time, permanent
Relationships with:	Staff, students, visitors and suppliers

Role Purpose

Support the provision of a high quality supportive and stimulating learning environment and experience to students and staff. Contribute to the development and delivery of an information skills programme, and further develop the range of Library user guides. Provide first line digital support to students and staff. Provide advice and learning support to students in searching for and evaluating learning resources. Demonstrate a high standard of customer care. Support the development and delivery of high quality and customer-focused services, supporting the frontline Digital Operations Team rota

Key Responsibilities

1. Work closely with colleagues to provide advice and guidance to ensure appropriate resources are available to students and staff.
2. Plan and facilitate learner inductions in conjunction with colleagues and academic staff and assist in the development and delivery of an information skills programme. Provide support for APA Referencing enquiries.
3. Assist learners and staff in accessing print, digital and AV resources. Provide first line digital support. Work with colleagues to resolve enquiries and issues, and use judgement and initiative in determining the most effective resolution.
4. Undertake routine operational tasks, such as receipting journals, processing print acquisitions, shelving and shelf tidying
5. Assist colleagues in processing print acquisitions. Catalogue donations, standing orders and other material delivered without MARC records.

- 6.** Manage the inter-library loan service. Placing orders, tracking items, communicating with users and managing billing.
- 7.** Contribute to metadata checking and updating Resources Lists. Assess available formats and licences and make recommendations for appropriate purchases in the light of student numbers. Review new publication alerts and make recommendations for purchase or digitisation.
- 8.** Maintain LMS metadata for journals, generating issues, making claims for missing issues and updating records for pattern changes. Take responsibility for annual serials weed. Liaise with Acquisitions & Licensing Co-ordinators to facilitate subscription renewals
- 9.** Keep abreast of sector and professional developments, update specialist knowledge, and promote good practices.
- 10.** Take the lead in promoting Library resources, services and facilities through digital media and displays. Support the promotion and development of services, including the production of user guides.
- 11.** Produce reports as required from the library management system.
- 12.** Liaise with curriculum teams and work collaboratively with other staff.
- 13.** Be part of the Digital Operations team and contribute to meetings, including planning, development, review and evaluation of facilities.
- 14.** Undertake rostered duties on the Library Information Desk as part of Digital Operations Team, to include one late evening per week in term time.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.

- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications		
Educated to degree level or equivalent qualification or experience in a related field	E	A, B
Postgraduate qualification in Library / Information Science or equivalent	D	A, B
Experience		
Experience of library systems including Library management systems,	E	A, B, C
Experience of resource delivery to library users, including: Reading list systems, discovery service, journals management and providing an inter-library loan service	D	A, B, C
Previous experience of planning and leading information skills sessions for undergraduate and taught postgraduate students	D	A, B, C
Ability to communicate effectively with customers to achieve desired outcomes.	E	A, B, C
Excellent knowledge of how libraries operate	E	A, B, C
Skills		
Highly customer and student focussed, committed to providing a high quality service	E	A, B, C

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Ability to work within a changing business and technical environment	E	A, B, C
Self-motivated and proactive with a positive attitude	E	A, B
Ability to learn / adapt to new technologies	E	A, B
Excellent organisational skills	E	A, B
Working budget management skills	D	A, B
Ability to adapt communication style to suit the audience and to work with staff at all levels.	E	A, B
Flexible and adaptable approach to coping with a busy workload	E	A, B
Confident and able to engage with customers of differing technical abilities	E	A, B
Ability to deal with confidential and sensitive information with tact and discretion	E	A, B

Application Procedure

If you are interested in applying for this role, please send:

- University [Professional Services Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Informal enquiries can be directed by email to Susan Baker, Digital Operations Manager, at susan.baker@rau.ac.uk
- **Closing date:** 2nd August 2021 with **Interviews on:** 12th August 2021.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.