

JOB DESCRIPTION

POST TITLE	:	Academic & Technology Support Officer
SALARY	:	Up to £27,798
RESPONSIBLE TO	:	Active Learning Zone Manager
CLOSING DATE	:	5.00pm, Tuesday 7 April 2026
INTERVIEW DATE	:	Tuesday 14 April 2026

Main Purpose of the Post

To ensure the Study Hub's provide first class customer focussed services

Responsibilities

- 1 To oversee the smooth running of The Study Hub on a day-to-day basis.
- 2 To develop online learning platforms to make learning resources accessible to staff and students.
- 3 To design, develop and produce support materials to facilitate the use of learning resources, making use of available technologies
- 4 To assist in first line IT support and training to staff and students.
- 5 To organise, plan, prepare and deliver effective and timely skills sessions.
- 6 To assist divisions in identifying and acquiring learning resources linked to a subject specialism.
- 7 To promote the Study Hub services cross College.
- 8 Contribute to maintaining and enhancing the Study Hub Profile.
- 9 To work with and advise students working individually or in collaboration on assignment and project work.
- 10 To collect and collate management information on customer satisfaction and Study Hub performance.
- 11 To support relevant enrichment activities.
- 12 Ensure full compliance with College policies including Single Equality, Health and Safety and Safeguarding.
- 13 Carry out other duties as reasonably required by the principle.



HOURS:

Core hours are between 8.30 – 4.30 pm every day and teams are expected to work flexibly in regards to their start and end times, subject to the needs of the learners and the wider team, and hours can fall outside of the core hours detailed above.

The post holder may be required to carry out up to two sessions per week of evening and/or weekend work.

PERSON SPECIFICATION

POST: Active Learning Zone Officer

DIVISION: Events and Active Learning Zones

<u>QUALIFICATIONS</u>		Essential/ Desirable	To be identified by:
1	Good general education including 4 GCSE's or equivalent to at least Grade C, Including English & Maths	E	Application form
2	IT qualification	D	Application form
3	A qualification in librarianship or information-related subject or equivalent work experience	D	Application form
<u>KNOWLEDGE/SKILLS</u>			
1	Knowledge of the cataloguing and classification systems used in a modern library.	E	Application form/Interview
2	Knowledge and skills in order to perform information searches across a diverse range of media and systems.	E	Application form/Interview
3	Ability to communicate effectively with a wide range of students and staff.	E	Application form/Interview
4	Ability to organise and deliver developmental Events/training for staff and students.	E	Application form/Interview
5	High level of IT skills relevant to the library sector	E	Application form/Interview
6	Ability to work with online learning platforms	E	Application form/Interview
7	Good Presentation, organisation and planning Skills	E	Application form/Interview
8	Knowledge of library management systems	D	Application form/Interview
9	Ability to work on own initiative and as part of a team	E	Application form/Interview

EXPERIENCE

1	Experience of working within Education	D	Application form/Interview
2	Experience of using online learning platforms to create and access materials on-line	D	Application form/Interview
3	Experience of Microsoft Office applications	E	Application form/interview
4	Experience in providing front facing /customer service support	E	Application form/interview
5	Experience in developing and providing library-based subject support	D	Application form/interview

PERSONAL

1	Commitment to the delivery of excellent support to our students	E	Interview
2	Excellent communication skills	E	Application Form/ Interview
3	Good teamworking skills and commitment to Teamworking	E	Application form/Interview
4	A commitment to ongoing professional updating	E	Application form/Interview
5	Willingness to work occasional evenings and weekends	E	Application form/Interview
6	Commitment to College's Equality and Diversity and Health & Safety Policies	E	Interview
7	The College is committed to safeguarding children, young people and vulnerable adults and expects all staff to share that commitment.	E	Application Form/ Interview/CRB/ References
8	Regular and Reliable Service (the College does not wish to appoint individuals with a high sickness record where there is no underlying medical reason)*	E	Interview/ References

**Note this does not affect any individual's rights under the Disability Discrimination Act, the College would wish to promote the recruitment of disabled staff and would endeavour to make reasonable adjustments where practical. Disabled staff who meet the essential criteria will be guaranteed an interview.*