JOB DESCRIPTION

Position Title	:	**Learning Commons Facilitator**
Department	:	**Learning Commons**
Report to	:	**Learning Commons Manager**
Reportee (if any)	:	**N/A**
Location	:	**Phnom Penh, Cambodia**

I. Position:

While prior experience is encouraged for the role of Learning Commons Facilitator, we warmly welcome applications from enthusiastic individuals who demonstrate strong learning capacity, motivation and a passion supporting our students and teachers.

The role is focused on delivering digitally-enabled learning support and academic resource access**.** It supports the transition to a digital-first learning environment by helping users:

- Access and use digital and physical learning resources
- Build digital and information literacy skills
- Navigate the Learning Commons as a hub for study and academic support

This is a strongly service-oriented role that combines elements of modern librarianship, student support, and digital capability development.

Success in the role will mean that:

- students and teachers can easily find and use quality learning resources,
- there will be a significant increase in the use of digital library platforms, and
- the Learning Commons is seen as a go-to support hub for both students and teachers to find online learning and teaching resources and seek support for tools such as our online Learning Management System (Moodle {*UPOP*}] and digital libraries.

In short: Learning Commons Facilitators = learning + resources (HOW to learn or teach, and HOW to find information). Working hand-in-hand in the Learning Commons with our Digital Learning Facilitators (HOW to use systems and platforms), you will deliver *"You can access it, use it, and succeed with it"* for both teachers and students.

We are looking for experience, but we will consider you for the role if you show a strong capacity to learn and genuine enthusiasm for the role.

II. Duties and Responsibilities:

The overall job description below outlines the main areas of responsibilities of the Employee:

1. Learning Resource Support

- Support students and staff in accessing:
  - digital libraries (e.g. McGraw Hill *Access* and similar platforms)
  - e-books, journals, and online resources
  - physical collections where required
- Assist with locating, evaluating, and using academic materials

2. Digital and Information Literacy Support

- Provide guidance on:
    - finding and using quality academic sources
    - referencing and academic integrity
    - effective study practices in digital environments
- Deliver workshops and drop-in sessions
- Support development of independent learning skills
- basic AI literacy/ethical research guidance

3. Learning Commons Service Delivery

- Act as a frontline presence in the Learning Commons
- Provide welcoming, responsive, and proactive support
- Ensure a high-quality student experience in the space
- Support orientation and engagement activities

4. Transition to Digital-First Resources

- Promote and support the use of digital resources over print where appropriate
- Assist academics in identifying and using digital materials
- Support students in adapting to digital learning resources

5. Collaboration and Integration

- Work closely with:
    - Digital Learning Facilitators (systems support)
    - Centre for Learning Innovation (skills development initiatives)
- Ensure seamless referral and support across services

III. Minimum Qualifications and Requirements:

1. Experience:

- Experience in library services, student support, or customer service
- Experience supporting use of digital resources desirable

2. Education:

- Bachelor's degree (Library Science, Education, or related field desirable)

3. Skills/Competencies:

- Understanding of academic resources and research skills
- Familiarity with digital libraries and online resources
- Strong communication and user support skills
- Ability to guide students in independent learning

4. Personal Quality

- Highly service-oriented and approachable
- Supportive and patient with students
- Proactive and engaging
- Organised and reliable