

Job Description

Position: General Assistant (Shelver) – Library
School/Service: Library
Reference: LSS-006/P
Grade: Grade 1
Status: Permanent
Hours: 40 out of 52 working weeks per year, 16 Hours per week (0.39 FTE)

9.00am - 12.15pm Monday to Thursday
9.00am - 12.00pm Friday (Some flexibility allowed)

Place of Work: Eagle (May be asked to work at other satellite library services, for example the Queen's Specialist Building)

Responsible to: Collection and Development Manager

Main Function of the Post:

The post holder will be required to carry out a range of duties involved in the routine work of the Library. This will involve lifting and carrying stock and moving trolleys of stock.

Principal Duties and Responsibilities:

1. Shelf and return books and other related materials from return bins and trolleys
2. Maintain good order on the shelves and in the Library study areas
3. Assist with the repair and processing of materials
4. Undertake stock checks at the direction of the Collection and Development Manager
5. Replace photocopier/printer (Multifunctional devices) consumables
6. Answer routine queries : e.g. location of stock, give directions, MDF usage
7. To perform other duties as required commensurate with the nature and grade of the post

Post holders are required to be flexible in approach so that they are able to respond to the demands of a dynamic and developing service.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Person Specification

Post: General Assistant (Shelver) - Library		Reference: LSS-006/P	
School/Service: Library and Student Services		Priority	Method of Assessment
Criteria		(1/2)	
1	Qualifications		
1 a)	Educated to GCSE, grade C or equivalent in English and Mathematics, or equivalent standard of education	1	Application Form/Documentation
1 c)	NVQ qualification in Customer Services or Information, Advice and Guidance or a willingness to work towards this	2	Application Form/Documentation
2	Skills / Knowledge		
2 a)	Able to shelve books in order using the Dewey Decimal System	1	Test
2 b)	Able to maintain a helpful and cooperative manner when dealing with difficult situations and working under pressure	1	Application Form/Interview
3	Experience		
3 a)	Experience of working within a Library and Learning environment	2	Application Form/Interview
3 b)	Relevant experience working in Higher Education	2	Application Form/Interview
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Work independently without close supervision within a team environment	1	Interview
4 c)	Ability to communicate effectively with people at all levels and provide a high level customer service	1	Interview
4 d)	Ability to deal calmly with students who may be difficult, distressed and/or demanding	1	Interview/Test
4 e)	Commitment to continuous improvement and creative ways of working	1	Interview
4 f)	Awareness and adherence to issues on confidentiality	1	Interview
4 g)	Flexible in approach to meet differing needs of the students in delivery of the service	1	Interview
5	Other		
5 a)	Willingness and ability to work flexibly to meet the needs of the Service and the University, which may require working at times outside of normal working hours and across several buildings/locations	1	Application Form/Interview
5 b)	Awareness of the requirements of Health & Safety within the work environment	1	Application Form/Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Application Form/Interview
5 d)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act and Bribery Act	1	Application Form/Interview
5 e)	Willing to undertake appropriate staff development to keep up to date with the requirements of the role, which may take place outside the University	1	Application Form/Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Please note it is normally expected that a new appointee will commence at the bottom of grade.