

## **J o b   D e s c r i p t i o n**

<b>Position:</b>	Library Assistant
<b>School/Service:</b>	Student Services & Experience (Library)
<b>Reference:</b>	SSE-048/P
<b>Grade:</b>	Grade 3
<b>Status:</b>	Full-time. Permanent.
<b>Hours:</b>	08.45am-5.00pm, Monday - Friday  Some work outside these hours may be required e.g. a regular late night (12:45pm-9:00pm), Open Days, late night opening, holiday cover, Weekend Opening, enrolment, and attending staff development sessions.
<b>Responsible to:</b>	Library Manager

### **Main Function of the Post:**

To provide a welcoming and responsive service to students, staff and other stakeholders of the University.

Respond to enquiries from current and prospective students relating to library support and facilities, providing information and advice to students/customers in a variety of ways.

Undertake administrative tasks in support of the above and within specific areas of work e.g. overdue items and invoicing; book processing; and Help Desk cover.

The post holder will provide an efficient and effective library service, with an emphasis on service delivery to meet the demands of staff, students and external users across a range of duties and activities.

### **Principal Duties and Responsibilities:**

1. To provide a customer focussed and professional advisory service to both internal and external service users in the Library.
2. Deal competently and in a professional manner when dealing with customers, observing confidentiality
3. To undertake a full range of administrative duties to support Library Services e.g. book ordering and processing workflows, and invoicing.
4. To support Academic Liaison Librarians in the creation and maintenance of resource lists and library collections.
5. To identify trends in service demand from personal callers, telephone calls, emails and library chat enquiries for discussion with Library Management.
6. To contribute fully to the Roving Assistance Service and, when necessary, shelve print items.

7. To assess customer satisfaction and make recommendations for service improvements. Work with a team of Staff to ensure compliance with the Customer Service Excellence Award.
8. To provide basic information, advice and guidance to students and refer and signpost to support services as appropriate
9. The post holder will participate in the preparation and production of online and physical materials relating to the advice and information needs of customers.
10. To utilise as appropriate relevant computerised library systems as required of the role.
11. To use social media as appropriate to promote and enhance the service.
12. Operate circulation services (Issues and Returns) and maintain the University's library record system. Handling routine financial transactions e.g. fines, sales.
13. To liaise with borrowers and the Finance Department and, where necessary, invoice for overdue items and reimbursement of borrowing charges
14. To monitor and maintain records and reports as required.
15. To work flexibly as part of the Library and Student Services team, working across other teams and supporting other areas if required i.e. Queens Building, the Institute of Management, working evenings and weekends when required to assist with open days and enrolment periods.

### **Additional Information**

The role-holder will be expected to:

- Work flexibly across functions and across any University premises/sites as required
- Attend and participate in work related training and staff development activities, which may take place off campus
- Create, develop and maintain effective working relationships with line managers, Students, colleagues across relevant services and across the University at all levels
- Demonstrate excellent customer care as per the Customer Service Excellence Quality Standards, observing confidentiality where appropriate
- Be fully aware and adhere to issues on diversity e.g. support and services for Disabled Users
- Assist with the development and monitoring of operating procedures and workflows
- Assist assessment of customer satisfaction and make recommendations for service improvements
- Ensure a safe working environment and abide by University Health & Safety Policies and practices and to observe the University's Equal Opportunities Policy and Dignity at Work Policy at all times.
- Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
- Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role

**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

Position: Library Assistant		Reference: SSE-048/P	
School/Service: Student Services & Experience (Library)		Priority	
Criteria		(1/2)	Method of Assessment
<b>1</b>	<b>Qualifications</b>		
1 a)	Educated to GCSE, grade C or equivalent in English and Mathematics, or equivalent standard of education	1	Application Form/Documentation
<b>2</b>	<b>Skills / Knowledge</b>		
2 a)	Awareness of the requirements associated with operating within a customer service environment	1	Application Form/Interview
2 b)	Excellent written and verbal communication skills	1	Application Form/Interview
2 c)	Able to use computerised record systems and process appropriate reports, letters, requests and other documentation	1	Application Form/Interview/Test
2 d)	Present information clearly, accurately and concisely to students and staff verbally and in writing	1	Application Form/Interview
2 e)	Able to maintain a helpful and cooperative manner when dealing with difficult situations and working under pressure	1	Application Form/Interview
2 f)	Excellent organisation and time management skills	1	Application Form/Interview
<b>3</b>	<b>Experience</b>		
3 a)	Experience of using online systems	1	Application Form/Interview
3 b)	Experience of working effectively as a team member	1	Application Form/Interview
3 c)	Previous experience of working in a busy, fast paced and dynamic customer service environment	2	Application Form/Interview
3 d)	Experience of collating information for inclusion in reports/ other documents	2	Application Form/Interview
3 e)	Experience of working within a Library and Learning environment	2	Application Form/Interview
3 f)	Relevant experience of working in Higher or Further Education	2	Application Form/Interview
<b>4</b>	<b>Personal Qualities</b>		
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 service users who may be difficult, distressed and/or demanding	1	Interview
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 e.g. cultural differences	1	Interview
<b>5</b>	<b>Other</b>		
5 a)	Able 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)	Commitment to the University's policy on equal opportunities and diversity	1	Application Form/Interview
5 c)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent and Bribery Act	1	Application Form/Interview
5 d)	Willing to undertake staff development, as appropriate, to keep up to date with the requirements of the role	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. Please note it is normally expected that a new appointee will commence at the bottom of the grade.