

Job Description

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| Position: | Library Assistant |
| School/Service: | Library and Student Services |
| Reference: | LSS-007/P |
| Grade: | Grade 3 |
| Status: | Full-time. Permanent. |
| Hours: | 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.

Responsible to: 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.

To provide a customer focussed and professional advisory service to both internal and external service users.

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

Principal Duties and Responsibilities:

The post holder will provide an efficient and effective library service, with an emphasis on Help Desk and Roving Assistance service delivery to meet the demands of staff, students and external users across a range of duties and activities. In addition the post holder will provide administrative support for: invoicing; liaison with borrowers; shelving; and off-air recording.

Principal Duties and Responsibilities:

1. To staff the Library Help Desks within the Peter Marsh Library and, if required, the Queen's Building (Farnworth).
2. To contribute fully to the Roving Assistance Service and, when necessary, shelve print items.
3. To demonstrate excellent customer care as per the Customer Service Excellence Quality Standards, observing confidentiality where appropriate
4. Operate circulation services (Issues and Returns) and maintain the University's library record system. Handling routine financial transactions e.g. fines, sales.
5. To liaise with borrowers and the Finance Department and, where necessary, invoice for overdue items and reimbursement of borrowing charges
6. To undertake a full range of administrative duties to support Library Services e.g. book processing and off-air recording

Additional Information

The role-holder will be expected to:

- Be fully aware and adhere to issues on diversity e.g. support and services for Disabled Users
- Work flexibly as part of the Library team, working with other teams and supporting other institutional areas if required i.e. Queen's Building, working evenings and some weekends and when required to assist with open days and enrolment periods.
- Contribute and assist as required to the wider requirements of the Library Service as appropriate.
- Utilise as appropriate relevant computerised library systems as required of the role.
- Undertake appropriate training and development, on and off-campus, as required.
- Monitor and maintain records and reports as required.

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

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| Position: Library Assistant | | Reference: LSS-007/P | |
| School/Service: Library & Student Services | | Priority (1/2) | Method of Assessment |
| Criteria | | | |
| 1 | Qualifications | | |
| 1 a) | Educated to GCSE, grade C or equivalent in English and Mathematics, or equivalent standard of education | 1 | Application Form / Documentation |
| 2 | Skills / Knowledge | | |
| 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 |
| 3 | Experience | | |
| 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 |

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| 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 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 |
| 5 | Other | | |
| 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 | Interview |
| 5 b) | Commitment to the University's policy on equal opportunities and diversity | 1 | Interview |
| 5 c) | Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent and Bribery Act | 1 | Interview |
| 5 d) | Willing to undertake staff development, as appropriate, to keep up to date with the requirements of the role | 1 | 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.