

Job Description

Position:	Library Assistant
School/Service:	Library, Student Services & Experience
Reference:	SSE-005/P
Grade:	Grade 3
Status:	2 year fixed term contract.
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 excellent customer service and support across all areas of work to facilitate access to resources, services, and spaces for study and research, including assisting students with additional support needs.

To provide excellent customer support through delivering an accessible and inclusive service and working flexibly to achieve work targets at busy times.

To respond to enquiries from current and prospective students relating to the library and IT support and facilities, providing information and advice to 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.

Principal Duties and Responsibilities:

1. 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.
2. Responding to in person and virtual internal and external customer enquiries to signpost services, provide updates and resolve issues where possible.
3. Assisting with promotional activities across teams relating to services, collections, resources, and events throughout the academic year.
4. To work flexibly across the teams in the library and locations on campus to support service delivery dictated by fluctuating operational needs.
5. Collating customer feedback, sharing knowledge and working collaboratively across teams to drive service improvement, including actively participating in Library project working groups.

6. Solving problems that recur on a routine basis, including customer complaints or concerns, within provided guidance and referring on more complex queries/issues to the manager or colleagues for advice.
7. Deal competently and in a professional manner when dealing with customers, observing confidentiality
8. To undertake a full range of administrative duties to support Library Services e.g. book ordering and processing workflows, and invoicing.
9. To support Academic Liaison Librarians in the creation and maintenance of resource lists and subject guides and support the delivery of library inductions.
10. To identify trends in service demand from personal callers, telephone calls, emails and library chat enquiries for discussion with Library Management.
11. 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 and any other accredited bodies.
12. To support students with basic-level IT queries, for example password changes, signposting to appropriate documentation and specialist IT services as appropriate.
13. Carrying out general library duties including shelving, filing, cash handling and liaising with Financial Services where necessary in relation to overdue items and reimbursement of borrowing charges.
14. To provide basic information, advice and guidance to students and refer and signpost to support services as appropriate
15. To utilise as appropriate relevant computerised library systems, platforms and social media as required of the role to promote and enhance the service.
16. Operate circulation services (Issues and Returns) and maintain the University's library record system. Handling routine financial transactions e.g. fines, sales.
17. 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, GMBS, University Medical School, working evenings and weekends on a rota when required to assist with open days and enrolment periods.
18. To support University events, clearing and graduation and work flexibly as part of a wider Directorate team as and when required.
19. Attend and participate in work related training and staff development activities, which may take place off campus
20. Create, develop and maintain effective working relationships with line managers, Students, colleagues across relevant services and across the University at all levels
21. Assist with the development and monitoring of operating procedures and workflows
22. 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
23. Ensure and maintain integrity and confidentiality of data protection requirements in line with statutory and corporate requirements.

24. 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-005/P	
School/Service: Library, Student Services & Experience		Priority	
Criteria		(1/2)	Method of Assessment
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)	Able to demonstrate excellent written and verbal communication skills to a diverse audience using both face to face and digital channels.	1	Application Form/Interview
2 c)	Digital literate, able to work with technology used across teams, including Microsoft office, social media platforms, Project planning platforms. Ability to learn effectively and use new software and/or IT systems.	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 with the ability to prioritise tasks.	1	Application Form/Interview
3	Experience		
3 a)	Experience of using online systems and platforms within a Library environment.	1	Application Form/Interview
3 b)	Experience of working independently and as part of a team with minimal supervision	1	Application Form/Interview
3 c)	Previous experience of working in a fast paced, front facing customer focused environment	2	Application Form/Interview
3 d)	Experience of collating information for inclusion in reports/ other documents	2	Application Form/Interview
3 e)	Relevant experience of working in Higher or Further 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)	Ability to communicate effectively with people at all levels and provide a high-level customer service	1	Interview
4 c)	Ability to deal calmly with service users who may be difficult, distressed and/or demanding	1	Interview
4 d)	Commitment to continuous improvement and creative ways of working	1	Interview

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4 e)	Awareness and adherence to issues on confidentiality	1	Interview
4 f)	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	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. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required