

# ual:

Job description and person specification

# LS Evening Library Assistant

# Job description

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|------------------------|----------------------------------------------------------------------|
| <b>Job title</b>       | Evening Library Assistant LS Evening Library Assistant               |
| <b>College/Service</b> | Education                                                            |
| <b>Department/Team</b> | Library Services                                                     |
| <b>Accountable to</b>  | Evening Librarian                                                    |
| <b>Contract</b>        | Permanent                                                            |
| <b>Term</b>            | 20 hours per week, 38 weeks per year                                 |
| <b>Grade</b>           | Grade 2                                                              |
| <b>Salary</b>          | £ (Insert current) per annum pro-rata                                |
| <b>Location</b>        | UAL - Various sites, London UK There is no home working in this role |
| <b>HERA Reference</b>  | 001963                                                               |

## Purpose of the role

To assist in the development, and delivery of high quality customer-focused library services at the University of the Arts London (UAL). To provide enquiry and learning support for students and customers. To promote and enable access to resources, collections and services by taking part in front-line services and administrative duties. The post-holder will work at XX library during the evenings in term-time, providing cover at XX libraries as required.

## Key duties and responsibilities

### Customer Service

1. Communicate with our users in person and online, providing a high-quality customer-focused service. Resolve or refer enquiries as needed.
2. Support customer services processes using the library management system and self-service equipment. This includes for borrowing, managing membership and collections
3. Assist with managing the environment and space, including keeping the space in good order. You will do regular tidying, shelving and filing
4. Assist users in the use of library digital resources and provide basic troubleshooting. This includes maintenance of library digital equipment

### Learning support

5. Assist with the preparation and production of instructional guides. Prepare displays, signage and promotional material in a range of accessible formats.

6. Assist with the delivery of learning support including induction, information literacy, digital and research skills.
7. Assist with basic training and day-to-day support of library colleagues as required.

### **Collections**

8. Assist with the circulation of stock to other sites as required.
9. Assist with care and promotion of collections. This includes the display, repair and binding of library items.
10. Support ordering processes by placing and receipting stationary orders, and referring invoices for payment
11. Use the library management system and reports to check inventory and stock levels.

### **General**

12. Assist with the monitoring and evaluation of the space by collecting, and recording management data
13. Maintain Library Services policies and procedures.
14. Take part in Library Services meetings, projects, groups and activities as required.

NB: Please be aware that this role involved manual handling, using trolleys and steps to access material stored at height.

### **Key working relationships**

- Library Services managers (assistant learning resources managers)
- Library Services colleagues (cross site evening team)
- Estates and College staff

### **General duties**

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal (PRA) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

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- You may be required to work such different hours as may from time to time be necessary to use unallocated contractual hours. There is no working from home in this role. You may be required to travel to other sites as necessary.

# Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

## **Experience, knowledge and qualifications**

- Formal training or education to post-16 level, or equivalent
- Experience of working in a customer service environment

## **Communication skills**

- Interpersonal skills, including the ability to make people feel welcome and to listen and respond in a diplomatic and inclusive manner

## **Research, teaching and learning or Professional practice**

- Effectively delivers basic training or briefings to support understanding or learning
- Digital skills including understanding databases such as the library management system, confidence using IT hardware such as printers and software including Microsoft Office 365; a demonstrable interest in service delivery and customer service standards

## **Planning and managing resources**

- Demonstrate flexibility to plan, prioritise and organise work to achieve objectives on time

## **Teamwork**

- Ability to work collaboratively as part of a team, completing shared tasks, asking for & giving support as needed

## **Student experience or customer service**

- Strong customer focus with the ability to provide a responsive and professional service to meet diverse student and customer needs in an inclusive way.

## **Creativity, innovation and problem-solving**

- Uses initiative and creativity to resolve day-to-day-problems using a range of library systems and processes