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Job description and person specification

Library Assistant

Job description

Job title	Library Assistant Library Assistant
College/Service	Education
Department/Team	Library Services
Accountable to	Academic support librarian
Contract	Temporary
Term	28 hours per week
Grade	Grade 2
Salary	
Location	LCF - Lime Grove, London UK . There is no home working in this role
HERA Reference	

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.

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 librarians 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, including the display, repair and binding of library items.
10. Support ordering processes by placing and receipting stationary orders and referring invoices for payment

General

11. Assist with the monitoring and evaluation of the space by collecting and recording management data
12. Use the library management system and reports to check inventory, stock levels.
13. Maintain Library Services policies and procedures.
14. Take part in 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. Training is provided.

Key working relationships

- Library Services managers
- Library Services colleagues (library and learning zone, resource and systems and archives and scholarly communications)
- UAL staff (estates and digital technology)
- Library users

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.

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