

<b>JOB TITLE</b>	<b>Library Assistant (Weekend)</b>	<b>JOB NUMBER</b>	<b>0393-19</b>
<b>LOCATION</b>	<b>Buxton</b>	<b>SALARY</b>	<b>£16,643 to £18,132 per annum pro rata</b>
<b>DEPARTMENT / COLLEGE</b>	<b>Centre for Student Life</b>		
<b>REPORTING RELATIONS</b>	<b>Reports to:</b> Library Experience Manager (Buxton and Leek) <b>Works with:</b> Library users, Library team, Professional Services.		
<b>DEPARTMENT GOALS &amp; BEHAVIOURS</b>	<p>The Centre team design and deliver impactful library, outreach, careers and enterprise services and enhance graduate experience and social mobility. The Centre engages students in a transformational journey from outreach to alumni. Students are at the heart of our shared endeavour. We will:</p> <ul style="list-style-type: none"> <li>• be purposeful in pursuit of co-creation and co-delivery</li> <li>• stimulate the transformational capacity of students</li> <li>• be outward looking: collaborating and learning together</li> <li>• be an inclusive community which is innovative and inspiring, challenging and supportive</li> <li>• encourage deep learning, interdisciplinary and extra-curricula engagement</li> <li>• encourage scholarship, research and activity for intellectual, social, cultural and economic benefit</li> <li>• share and celebrate the success of our community.</li> </ul>		
<b>Role Purpose</b>			
<p>The Library supports a learning community which is inclusive of students, academics and researchers. Library Assistants understand the needs of students and the value of the services resources and systems provided by the Library.</p> <p>Working as a team and with other Library and Professional Service teams, you will support all Library users, in person and virtually, to benefit from their library experience. You will welcome visitors, respond to queries and provide advice to enable access to resources and spaces; placing the student at the heart of all processes and systems to deliver excellent and efficient service quality. You will have an excellent understanding of library systems, resources and procedures and the interpersonal skills and digital capabilities required to respond to user needs.</p> <p>Library Assistants impact on the satisfaction of Library users and increase visitors to the Library and effective use of its resources, services and spaces. Collaborative, professional and self-motivated, you will have a commitment to excellent customer service and user experience.</p>			
<b>Principal Duties &amp; Responsibilities</b>			
<ol style="list-style-type: none"> <li>1. Offer a welcoming and informative experience to library users:             <ul style="list-style-type: none"> <li>• Respond to a range of queries and transactions face-to-face, by telephone, and virtual enquiry services.</li> <li>• Provide appropriate advice, information and support to library users and enquirers, using knowledge and understanding of library systems, services and resources</li> <li>• Use judgement to refer on to other library teams and other Professional Services.</li> </ul> </li> </ol>			

- Develop information, communications and resources in a variety of formats to anticipate library user needs and enable self-service.
  - Seek feedback and ideas from library users in all interactions, ensuring enquiries are resolved for individual users and that ideas and issues are reported and responded to in order to enhance services.
2. Provide administrative support relevant to the work of the team and the needs of users, including loan and reservation services, library access, feedback, room bookings and equipment loan.
  3. Plan and prioritise work and make effective use of Library systems.
  4. Work effectively as a Library Experience Team, including contributing to stock maintenance and maintaining spaces, system development, marketing and communications and showcasing Library services.
  5. Make effective use of Library systems and procedures and contribute to improvements.
  6. Consider the library services from a user perspective and in terms of efficiency and effective use of systems. Make recommendations for improvement and contribute to the ongoing development of Library Services.
  7. Seek opportunities to develop knowledge and understanding of Library and Centre for Student Life services and operation. Be active in service meetings, training and development and maintain knowledge of relevant policies, procedures and service standards.
  8. Comply with Library and university policy and external legislation, including data management and Finance regulations.

This is not a complete list of all duties and responsibilities, the post-holder may be required to undertake other duties commensurate with the level and skills/qualifications of this role.

## Person Specification

### Qualifications

- 5 GCSEs at Grade C, including English and Maths, or equivalent qualifications, or recent comparable experience – **Essential**
- ECDL/ NVQ L2/3 qualification – **Desirable**
- Customer service qualification – **Desirable**

### Experience

- Relevant work experience in customer services (front line) environment - **Essential**
- Experience of using Microsoft Office – **Essential**
- Library/ clerical experience – Desirable

### Job Skills, Knowledge and Abilities

- Strong communication skills and good telephone manner - **Essential**
- Ability to build good relationships with customers and colleagues - **Essential**
- Well-developed organisational skills - **Essential**
- Ability to use initiative and work without supervision - **Essential**
- Ability to respond and adapt to change - **Essential**
- Team Player - **Essential**
- Good Listener - **Essential**
- Professional approach - **Essential**

### Behavioural Qualities

- Flexible and adaptable with the ability to work across teams, building relationships to ensure a good result and quality service.
- Is able to take responsibility and proactively resolve matters, taking on a sense of ownership and asks appropriate searching questions to resolve issues and offer high quality service.

## Benefits

### Career Benefits:

- ✓ Work within an award-winning Department
- ✓ Work within a Department with high employee engagement scores
- ✓ Opportunities to develop leadership skills
- ✓ Opportunities to be involved in / lead innovative projects
- ✓ Opportunities to access a range of CPD resources such as university management development and job-related training courses

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

For more information on the benefits of working at the University of Derby go to

<https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230>

## Values

***We value people, are future focused, bold, and foster brilliance.***

- *We are true ambassadors of our University's purpose and promises.*
- *We create a reputation where industry relies on us for their future potential, innovation and gateways to success.*
- *Our determination, knowledge and positive attitude keeps us engaged in the world around us and ahead of the game.*
- *We create stimulating environments that transform prospects. We believe we all make the difference.*

## Equality and Diversity

We are committed to providing a modern and progressive workplace and believe that equality, diversity and inclusion are integral to our success. This belief is reflected in our policies and practices which challenge stereotyping and our values and behaviours that shape our staff and culture. We aim to be a diverse organisation made up of a range of different people and being part of schemes like Athena Swan help us to promote an inclusive environment. As a forward thinking and innovative university we seek to attract high quality people who share these values.