

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Library Assistant

## **College/Department**

Library and Learner Support

## **Location**

Britannia Mill / Kedleston Road

## **Job Reference Number**

0596-21

## **Salary**

£17,961 to £19,015 per annum pro rata

## **Reports To**

Library Experience Manager

## **Line Management Responsibility**

None

# **Job Description and Person Specification**

## **Role Summary**

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.

Working as a team and with other Library and Professional Service teams, the post-holder will support all Library users, in person and virtually, to benefit from their Library experience. The post-holder 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.

Library Assistants impact on the satisfaction of Library users and increase visitors to the Library and effective use of its resources, services, and spaces.

## **Principal Accountabilities**

1. Offer a welcoming and informative experience to library users:
   * Respond to a range of queries and transactions face-to-face, by telephone, and virtual enquiry services.
   * Provide appropriate advice, information and support to library users and enquirers, using knowledge and understanding of library systems, services, and resources.
   * Use judgement to refer on to other library teams and other Professional Services.
   * 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**

### **Essential Criteria**

#### **Qualifications**

* 5 GCSEs at Grade C, including English and Maths, or equivalent qualifications, or recent comparable experience

#### **Experience**

* Relevant work experience in customer services (front line) environment
* Experience of using Microsoft Office

#### **Skills, knowledge & abilities**

* Strong communication skills and good telephone manner
* Strong digital capabilities
* Ability to build good relationships with customers and colleagues
* Well-developed organisational skills
* Ability to use initiative and work without supervision
* Ability to respond and adapt to change
* Collaborative approach to work
* Good listener
* Professional approach

#### **Business requirements**

* Willingness and flexibility to travel between University sites in a time and cost-effective manner
* Ability to be flexible within the working pattern to meet the business needs, including working evenings, weekends or extended hours

### **Desirable Criteria**

#### **Qualifications**

* ECDL/ NVQ L2/3 qualification
* Customer service qualification

#### **Experience**

* Library/ clerical experience

#### **Skills, knowledge, and abilities**

* Ability to work across teams, building relationships to ensure a good result and quality service

# **Benefits**

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.

The University of Derby is committed to promoting equality, diversity, and inclusion. However you identify, we actively celebrate the knowledge, experience, and talents each person brings.

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)