

JOB DESCRIPTION

Out of Hours Senior Information Assistant / Registry / Learning Resources and Service Excellence / Reader Services

Details						
Job Title:	Out of Hours Senior Information Assistant – Part-time 0.26fte Working pattern of: <ul style="list-style-type: none"> • Saturdays 9.45am – 3.45pm for 36 weeks of the teaching year • Tuesdays & Fridays - 6.00pm - 10.00pm for 36 weeks during the teaching year 					
Department:	Reader Services Library and Learning Resources					
Job Reports To:	Head of Reader Services Library and Learning Resources					
Location:	Bedford Campus Library, Bedford					
Post Number:	BEDS2108					
Pay Point:	6 £27,923 pro rata per annum					
Context						
To contribute to the provision of an effective library service by taking responsibility for a range of tasks including the management of Information Assistants and supervision of support staff (e. g. interns, apprentices) and the building in the evenings and/or weekends.						
Key Elements (please tick as appropriate)						
1.	This post has MANAGEMENT RESPONSIBILITY	YES	<input checked="" type="checkbox"/>	NO	<input type="checkbox"/>	<input type="checkbox"/>
2.	This job requires SAFEGUARDING	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	<input type="checkbox"/>
3.	This is a KEY POST (i.e. must have nominated deputy)	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	<input type="checkbox"/>
Principal Accountabilities						
<ol style="list-style-type: none"> 1. Manage a team of IAs specific to your shift. This includes recruitment, induction, staff reviews and on-going development as well as leave requests and sickness absence. Timetable staff effectively 2. Deputise for the Reader Services Team Manager where appropriate. 3. Answering first level enquiries on library stock and services. Supporting customers' use of computers electronic information sources and software packages. Referring where necessary, enquiries and support issues promptly to an appropriate colleague. Logging enquiries appropriately on CRM (SiD). 4. Ensuring the smooth functioning of the library through the supervision of Information Assistants including setting work priorities, training and monitoring performance. Ensuring top level Customer Service. 5. Liaising with Estates staff to ensure that the Library opens and closes at the advertised times. 6. Dealing with referrals from staff, which requires the ability to handle complex situations with customers or others. 7. Handling confidential information about customers and staff in a discrete and appropriate way. 8. To be a role model for service delivery with team members and colleagues outside Learning Resources 9. To manage overtime cover – in the first instance – for absence on your shift. Maintain overtime records as required. 10. Cash handling and other financial requirements of the department including: local banking, reconciliation and maintaining records, security and good practice. 11. Undertake a range of general library tasks, for example: shelving, shelf tidying, stock circulation and maintenance, protecting the study environment as required. 12. Following and enforcing safe working practices within University regulations. Ensure that procedures connected with the security of the premises, equipment and stock are effectively discharged. 						

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13. Assist in the training of staff to ensure that they are fully conversant with University policy and procedures, are able to use IT effectively, and operate to a high standard of customer care.
14. Developing and maintaining own currency of skills by participating in appropriate staff training and development activities.
15. Participate in the continuous development of front of house services attending team meetings and advising line managers and colleagues of necessary adjustments
16. Any other duties at an appropriate levels as required by the service.

HERA Competencies

COMMUNICATION

The Role Holder communicates with staff and the public about basic subjects that require little further explanation. In addition, the Role Holder may also be required to receive, understand and convey information that needs more careful explanation or interpretation for others.

Working in a customer focussed environment, the role holder must be able to communicate effectively to both staff and students, basic information and also things that need more careful explanation.

For example, giving directions, information on opening times, responding to basic written queries.

TEAM WORK AND MOTIVATION

The role holder is required to be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team. In addition, the role holder is required to clarify the requirements; agree clear task objectives; organise and delegate work fairly according to individual abilities; help the team focus their efforts on the task in hand and motivate individual team members.

LIAISON AND NETWORKING

The role holder is required to carry out standard day to day liaison using existing procedures in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information. The role holder is required to create or lead networks within the institution or externally in order to pass on information promptly; keep people informed to ensure co-ordination of effort and that work is done effectively.

For example, a Role Holder who speaks with people from the wider University/people external to the University about basic subjects or to pass on information to other parties/staff. In addition, actively working as part of a network to the benefit of the University.

SERVICE DELIVERY

The role holder is required to deal with internal or external contacts who ask for service or require information; create a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary. Contact is usually initiated by the customer and typically involves routine tasks with set standards or procedures. In addition, the role holder is required to deal with internal or external contacts where the service is usually initiated by the role holder, working within the institution's overall procedures or policies; AND OR understand and explore customer's needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost).

DECISION MAKING PROCESSES

The Role Holders own decisions have a moderate impact on the University. The role holder will also make collaborative decisions with others and play a role in contributing to others decisions. Outcomes of both types of decision making will also have a moderate effect on the University.

The role holder will make standard day to day decisions, such as how best to allocate work, and undertake basic tasks without referral to line management.

PLANNING AND ORGANISING RESOURCES
<p>The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives. In addition, the role holder is required to plan, prioritise and organise the work or resources of self and others within own area on a daily, weekly or monthly basis; plan and manage small projects, ensuring the effective use of resources; receive information from and provide information to others to complete their planning; monitor progress against the plan.</p>
INITIATIVE AND PROBLEM SOLVING
<p>The role holder is required to solve standard day to day problems as they arise; choose between a limited number of options which have clear consequences, by following guidelines or referring to what has been done before; recognise when a problem should be referred to others. The role holder is also required to use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros and cons of different approaches; identify and assess practical options; break the problem down into component parts.</p> <p>The role holder is required to solve standard day to day problems, within pre-defined measures following guidelines and with reference to others. The role holder will also know when a problem is more complex to cascade it to a more senior manager.</p>
ANALYSIS AND RESEARCH
<p>The role holder is required to establish the basic facts in situations which require further investigation and inform others if necessary. The role holder is also required to analyse routine data or information using predetermined procedures and gathering the information from standard sources; work accurately to complete the task precisely as specified.</p> <p>For example, logging of IT or Health and Safety problems with the help desk. In relation to information analysis, the Role Holder should be making use of standard processes that will assist the analysis of information.</p>
SENSORY AND PHYSICAL DEMANDS
<p>The role holder is required to carry out tasks at a level which would require either learning certain methods or routines or involve moderate physical effort.</p> <p>For example, some lifting and also keyboard use.</p>
WORK ENVIRONMENT
<p>The Role Holder is required to work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed.</p> <p>The job is situated in the Learning Resources building. The role holder is expected to work in an open plan environment, and to understand the impact of their work on others</p>
PASTORAL CARE AND WELFARE
<p>The Role Holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people.</p> <p>For example, basic low level understanding of staff who are disgruntled. The Role Holder will be aware of when situations are more serious and will then involve appropriately skilled people.</p>
TEAM DEVELOPMENT
<p>The role holder is required to advise or guide new starters working in the same role or unit on standard information or procedures. The role holder is required to train or guide others on specific tasks, issues or activities; give advice, guidance and feedback on the basis of their own knowledge or experience; deliver training.</p> <p>For example, the role holder is required to guide and help newer members of staff and carry out staff review for some information assistants.</p>
TEACHING AND LEARNING SUPPORT
<p>The role holder is required to provide standard information or deliver teaching or training to introduce students or others who are new to the area to standard information or procedures. The role holder is required to provide standard information or deliver teaching or training to teach or train students or others on specific tasks, issues or activities; assess performance and provide feedback during the event.</p>

KNOWLEDGE AND EXPERIENCE

The role holder is required to apply working knowledge of theory and practice, sharing this knowledge with others as appropriate; demonstrate continuous specialist development by acquiring relevant skills and competencies.

Person Specification

	Essential Criteria	Desirable Criteria	Evidence (Indicate where evidence will be assessed from)
Qualifications	<ul style="list-style-type: none"> Educated to degree standard or equivalent experience 	<ul style="list-style-type: none"> ECDL, CLAIT or equivalent IT qualification Library qualification Recent training in relevant areas of customer service 	<ul style="list-style-type: none"> <i>Application Form</i>
Knowledge	<ul style="list-style-type: none"> Knowledge of higher education sector Quality in customer service provision Supporting students in higher education Staff management Application of Information technology – IT skills including familiarisation of Microsoft Office packages, file management and the use of internet search engines 	<ul style="list-style-type: none"> Experience of having used customer relationship management (CRM) software Expertise in a particular aspect of student support Knowledge of office systems 	<ul style="list-style-type: none"> <i>Application Form</i> <i>Presentation</i> <i>Interview</i>
Experience	<ul style="list-style-type: none"> Experience of customer service Experience of leading a team Business and customer the need to provide customer satisfaction and build customer loyalty Working in teams Working with IT systems Commitment to service improvements 	<ul style="list-style-type: none"> Experience of working in a library Working in a widening participation and multi-cultural setting Experience of ESD Enquiry management software Experience of responding to emergency situations 	<ul style="list-style-type: none"> <i>Presentation</i> <i>Interview</i>
Skills/abilities/competencies	<ul style="list-style-type: none"> Excellent customer service skills Ability to train and coach individuals Leading a small team Staying calm under pressure Analysing and evaluating complex solutions Methodical and paying attention to detail 	<ul style="list-style-type: none"> The ability to adapt to suit needs of customers The ability to manage emotional/aggressive situations Apply understanding of HE environment 	<ul style="list-style-type: none"> <i>Presentation</i> <i>Interview</i>

		<ul style="list-style-type: none"> • Ability to coach others to improve performance • Able to organise an office 	
Personal Attributes	<ul style="list-style-type: none"> • Committed to customer service • Value driven • Calm • Ability to cope with the physical demands of the job. • Attending a counter, moving boxes of books, pushing trolleys of books Discretion when dealing with customer enquiries or complaints, operating to agreed service levels and judging the appropriate point at which to refer an enquiry or complaint to other colleagues. 	<ul style="list-style-type: none"> • Ability to communicate in a wide variety of formats to a range of customers e.g. customers from disadvantaged backgrounds, people with additional needs and visitors 	<ul style="list-style-type: none"> • <i>Application Form</i> • <i>Presentation</i> • <i>Interview</i>

Equality Statement

The University of Bedfordshire is fully committed to the principles of equality in all its actions. Members of the University's community are expected to respect and value individuality, differences and diversity; and work with others in an inclusive and consultative manner. A commitment to equality of opportunity for all individuals irrespective of their age, belief, disability, gender, race, religion or sexual orientation is at the core of what we do and members of the community must actively promote a positive non-discriminatory work and learning environment for fellow staff and students. Employees should demonstrate an understanding of the University's commitments to equality and diversity as an integral part of the university's core values and be able to identify and challenge discrimination, harassment, prejudice and inappropriate behaviour.

Health & Safety Statement

All employees are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety (H & S) at Work Policy. They should take reasonable care for their own H & S and that of others who may be affected by what they do or do not do. Staff should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

Reader Services staff are expected to help clear the building in the event of an Emergency evacuation and to act as a "Fire Warden" as required. Training will be provided for this.

Environmental Statement

Employees must make proper use of any equipment and systems of work provided and take all reasonable steps to ensure that control measures are properly used. Employees must work with their Line Managers to ensure that an inventory is retained of all hazardous substances in the office that could be released into the environment. Employees are expected to identify operations that use significant amounts of energy, with a view to reducing consumption. This includes identifying operations that use resources, such as paper, and review the need for the current level of consumption, identifying savings where possible. Employees are expected to identify waste streams with a view to recycling and reuse, minimising office energy use in heating and lighting.

Briefing

Note: the content of this Job Description does not preclude other work required by the faculty department. Details of accountabilities will be discussed at annual reviews.

Date Job Description issued to, discussed with and understood by Post Holder -----

Name of Post Holder: ----- Signature: -----
(I confirm I have been briefed on the requirements of this Job Description and other related documents)

Name of immediate Line manager: ----- Signature: -----
(I confirm I have briefed the Post Holder on the requirements of this Job Description and other related documents)

Nominated Deputies (if applicable)

As a KEY POST at least one nominated deputy must be identified. The Job Holder must confirm that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description.

Name of Nominated Deputy: ----- Signature: ----- Date: -----

(As the Nominated Deputy for this post, I confirm I have been briefed on the requirements of this Job)

If there are more nominated deputies, they should sign further copies of this Job Description.

Amended by:

Dated:

Version: