

JOB DESCRIPTION

Job Title:	Library Student Worker	Grade:	SP2
Department:	ILS/Information Services	Date of Job Evaluation:	August 2017
Role reports to:	User Services Supervisor		
Direct Reports:	None		
Indirect Reports:	None		
Other Key contacts:			
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

PURPOSE OF ROLE: This post will assist in the delivery of high quality, customer focussed library and open access IT services which supports the teaching learning and research activities of the University, participating in front-line services and administrative duties.

KEY ACCOUNTABILITIES:

Team Specific:

1. Assist users with directional and initial information enquiries, as well as participating in roaming support as needed.
2. Provide frontline support, assisting users with the operation of library equipment and resources, and attend to basic problems, reporting faults as appropriate.
3. Assist the User Services Team with the day-to-day operations of services and space, including assisting with opening and closing procedures and keeping the space in good order through regular tidying, shelving and filing, in accordance with best health and safety practice and security guidelines.
4. Assist with library reservation system.
5. Assist with administrative tasks as required.
6. Uphold Information Services policies and procedures.
7. To work at other University Campuses as the need arises.
8. Other duties arising from the needs of the User Services Team.

Generic:

1. To establish and maintain professional working relationship with colleagues within

Information Services and the wider University community and other external users.

Managing Self:

1. To be able to respond to users in a calm and understanding manner at all times, to ensure their needs are understood and acted upon.
2. To be a team player, sharing and giving knowledge, supporting each other and showing an ability to work collaboratively whilst able to take initiatives and show judgement.
3. Be self-motivated, flexible and show resourcefulness when dealing with tasks.
4. Respond to enquiries in a timely and effective manner and refer to the appropriate person as necessary.
5. Work to service deadlines.

Core Requirements

- Adhere to and promote the University's Equality and Diversity policies.
- Ensure compliance with Health & Safety regulations.
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the University's negative environmental impacts wherever possible.
- Ensure compliance with Data Protection regulations and University policy.

Additional Requirements:

- From time to time to assist with work of a similar level and nature in other areas as required.

KEY PERFORMANCE INDICATORS:

- Delivery of prompt and high quality service to staff and students.
- Delivery of work to agreed timescales.
- Contribution to team effectiveness.
- Levels of customer satisfaction (measured by feedback, complaints and surveys).

KEY RELATIONSHIPS (Internal & External):

- Staff and student users at all levels.
- External visitors.
- Information Services managers and colleagues including other student workers.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience:</p> <ul style="list-style-type: none"> • Clear customer focused approach to work with an ability to respond flexibly to change • Experience of working within a team and ability to work collaboratively whilst able to take initiatives and show judgement <p>Skills:</p> <ul style="list-style-type: none"> • Demonstrable skills dealing with users, providing a calm and effective environment in which to resolve their queries, issues and requests • Able to ensure that accurate information is passed onto the appropriate people in a timely fashion • Excellent communication skills both verbally and written • Excellent organisational skills and the ability to prioritise <p>Qualifications:</p> <ul style="list-style-type: none"> • Educated to Degree standard <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity 	<p>Experience:</p> <ul style="list-style-type: none"> • Previous experience of working in a library <p>Skills:</p> <ul style="list-style-type: none"> • Can demonstrate appropriate levels of IT skills: Microsoft Office <p>Qualifications:</p> <ul style="list-style-type: none"> • N/A