

## JOB DESCRIPTION

<b>Job Title:</b>	Reception and Security Assistant (Drill Hall Library Universities at Medway)	<b>Grade:</b>	SG4
<b>Department:</b>	Information and Library Services	<b>Date of Job Evaluation:</b>	July 2016
<b>Role reports to:</b>	User Services Supervisor		
<b>Direct Reports</b>			
<b>Other Key contacts:</b>	Drill Hall Library (DHL) staff, ILS staff at the Universities of Greenwich, Kent and Canterbury Christ Church, Facilities Management staff of the Universities at Medway.		
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.			

**PURPOSE OF ROLE:** To support users in an efficient, friendly, fair and effective manner as a member of the Library team. The post-holder will participate in a number of the activities outlined below under the direction of the manager or a delegated person. You will provide support for the day-to-day operation of the Library and will work primarily with students and academic staff. Participation in a rota for regular evening and weekend support is a core part of the role.

### KEY ACCOUNTABILITIES:

#### Team Specific:

Reception and Security staff are responsible for the security of the Library premises when open for business, monitoring entry and exit of authorised persons and for opening and closing down procedures and setting security systems. They are also expected to contribute to routine manual and clerical tasks involved in the day-to-day running of the Library, including operating a range of equipment. They are normally the first point of contact for Library users and visitors, whom they receive and guide. The work normally includes some, if not all, of the following.

1. To supervise the Library entrance gates and security system, monitor entry and exits of users and visitors, receive and welcome visitors from the reception desk at the entrance. These duties will be on a rota basis drawn up by the designated supervisor.
2. To ensure the building opens, in good order, on time and is empty and secure at closing time, and that opening up and closing down routines observe established procedures.
3. Throughout the day regularly patrol the Drill Hall to assist with the maintenance of an acceptable standard of behaviour in the Library by users and ensure that Library rules and regulations are observed. Reception staff are also expected to answer basic queries about library services.
4. Operate security equipment e.g. stock security systems, burglar alarms and personal security devices, and ensure that University safety/security procedures are observed at all times.
5. To undertake basic support duties in the provision of reprographic services, including paper filing, toner replacement, dealing with paper jams, cleaning equipment, collecting usage statistics and advising users in the use of the self-service reprographic equipment. To notify the senior member of staff responsible for the service or the need for repair and maintenance of the equipment.

6. To report any health and safety and building issues to the Drill Hall Library Manager and liaise with appropriate University personnel in any maintenance works undertaken and to act as a first-aider for the Drill Hall.
7. To distribute and collect mail within the Drill Hall, including inter-site crate deliveries, and undertake the receipt of goods deliveries to the Library, notifying the manager where there are discrepancies.
8. To undertake general portering tasks, such as furniture removal, erection and dismantling of Library shelving and the simple cleaning of Library equipment, including computers, fixtures and fittings and security equipment as required.
9. Gathering of Drill Hall statistics i.e. headcounts and turnstile statistics.
10. Dealing with simple directional enquiries from Library users, referring more complex queries to the appropriate helpdesk/enquiry service.
11. To convey money and materials over campus. Two members of staff are necessary to convey large amounts of money.
12. Performing any other duties commensurate with the general level of the post, including tasks associated with the use of the Drill Hall building by external groups and other University departments/services.
13. This role requires participation in rotas for evening, midnight, weekend and summer operations.

**Generic:**

1. The Drill Hall Library is a joint service for all institutions participating in the Universities at Medway initiative. It is jointly owned and managed by the principal partners, who are the Universities of Greenwich, Kent and Canterbury Christ Church.
2. All staff in the Drill Hall team will be required to understand and respond to the needs of all partner institutions, which will vary from one partner to another, and to ensure fair provision and support for them all.

**Managing Self:**

1. Ensure continuing personal professional development by appropriate means.
2. Abiding by the instructions of the User Services Manager or the delegated authority.
3. Represent the Drill Hall Library on relevant internal committees and working parties and on external forums as agreed with the User Services Manager.
4. Working collaboratively with staff of the Drill Hall Library.

**Core Requirements:**

1. Adhere to and promote the University's policies on Equality and Diversity and Information Security.
2. Ensure compliance with Health & Safety regulations.
3. 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.

**Additional Requirements:**

1. Any other duties commensurate with the grade which may, from time to time, be assigned by the Directors of Information and Library Services of the Universities of Greenwich, Kent and Canterbury Christ Church on the advice of the Drill Hall Library Manager.
2. This role of Reception and Security Assistant is by no means sedentary as it requires constant mobility and vigilance. Furthermore the post holder must be flexible enough to work to various shift patterns, including evening, midnight and weekend shifts.
3. The Library currently requires shifts of up to 8 hours, seven days a week. In addition to daytime shifts, each full time post-holder should expect several Saturday or Sunday duties per month (both daytime and evening), and several evening duties (until midnight) per week.
4. These estimates are given as a guideline and other shifts may be required to cover events, absences or changes to the operational hours of the library. Shifts are usually allocated on a planned rota at least one month ahead, and variations to the above pattern must be agreed with the User Services Manager.
5. To promote the Library Services you may be required to wear branded clothing.

**KEY PERFORMANCE INDICATORS:**

- Timelines and Quality of Service.
- Library resource availability.
- Adherence to scheduling and planning.

**KEY RELATIONSHIPS (Internal & External):**

Internal:

- Drill Hall Staff
- Drill Hall Management Team
- Library and Information staff at Universities of Greenwich, Kent and Canterbury Christ Church
- Students – advice and education in their use of the library

External:

- Appropriate professional networks – attending meetings, conferences, training etc.
- Other University Libraries – networks on matters of professional interest
- External contractors/suppliers, members of the public and visitors

PERSON SPECIFICATION	
Essential	Desirable
<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience of a face-to-face customer service environment and commitment to customer care.</li> <li>• Experience of handling difficult situations.</li> <li>• Experience of Microsoft Office.</li> </ul> <b>Skills</b> <ul style="list-style-type: none"> <li>• Excellent interpersonal and verbal communication skills.</li> <li>• Ability to interact effectively with users and staff at all levels.</li> <li>• Clear written communication skills (e.g. to describe/report problems succinctly).</li> <li>• Flexibility and able to work either independently or as part of a team.</li> <li>• Ability to work under pressure and adaptability.</li> <li>• Availability to work various shift patterns.</li> </ul> <b>Qualifications</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <b>Personal attributes</b> <ul style="list-style-type: none"> <li>• We are looking for people who can help us deliver the <a href="#">values</a> of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity</li> </ul>	<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience of working in Higher Education.</li> </ul> <b>Skills</b> <ul style="list-style-type: none"> <li>• Understanding of universities and how they work.</li> <li>• Awareness of disabilities and equal opportunities legislation.</li> <li>• Awareness of good practice in manual handling.</li> <li>• Awareness of Health and Safety Legislation.</li> </ul> <b>Qualifications</b> <ul style="list-style-type: none"> <li>• A good level of education (GCSE standard or equivalent)</li> <li>• First Aid Training (or readiness to be trained)</li> <li>• Previous manual handling training (or readiness to be trained).</li> </ul> <b>Personal attributes</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul>

