

**JOB
DESCRIPTION**

Job Title:	Library and IT enquiries assistant (weekends & evenings)	Grade:	Jobshop SP7
Department:	ILS	Date of Job Evaluation:	03.09.2020
Role reports to:	Martina Brooks (User Services Manager)		
Direct Reports	Johanna Mörk (User Services and Publicity Co-ordinator)		
Indirect Reports:	Drill Hall Staff working during the evenings and weekends		
Other Key contacts:	Employees across 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 the library user services

KEY ACCOUNTABILITIES:

Team Specific:

- Offering technical and user support to students from all three universities and external users in the use of IT and Library facilities, including the use of online resources, the library catalogue and self-service.
- Assisting all the Universities of Medway users with IT login issues, resetting passwords, unlocking IT accounts, assisting with wireless connection, and helping with Microsoft Office software and other complex IT enquiries.
- Assisting the users visiting the library under local, regional, and national access schemes in joining the Drill Hall Library and validating their library accounts and entitlements.
- Providing a high-level of customer service at the library Helpdesk or Reception, answering telephone enquiries and processing card payment, manual print credit top-ups/refunds and poster printing.
- Helping users in troubleshooting printing problems, printing posters, scanning and photocopying.
- Assist with the library reservation system by collecting items from the shelves and processing holds.
- To assist in the efficient re-shelving of materials.

Generic:

- Escalating enquiries appropriately to the relevant service point/staff member where necessary.
- Assisting in sustaining a study environment and maintaining the user awareness of the Drill Hall Library code of conduct and rules.
- Ability to work independently without constant supervision

Managing Self

- Undertake appropriate training in order to keep up to date with IT and library policies and procedures.

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

Additional Requirements

- Willing to work evenings and weekends until midnight as required on a rota basis.
- Adaptable and willing to work at a MEDWAY Campus
- Any other duties as shall be required by the Drill Hall Library Manager or User Services Manager

KEY PERFORMANCE INDICATORS:

- Timeliness and Quality of Service
- Library resource availability

KEY RELATIONSHIPS (Internal & External):

- User Services and Publicity Co-ordinator
- User Services Manager
- Drill Hall Library staff
- Students and Academic staff - advice and education in their use of the library

External:

- Members of the public and visitors – advice and education in their use of the library

PERSON SPECIFICATION
Essential
Experience

- Previous working experience in a busy front of house customer care and service environment
- Experience of working in a team
- Experience of working with students in Higher Education
- Previous IT helpdesk/user support experience
- Demonstrable understanding of university library systems and services

Skills

- Excellent interpersonal and communications skills
- Flexible, reliable and enthusiastic with excellent time-keeping skills
- Knowledge and working experience of Microsoft Office and troubleshooting
- Ability to troubleshoot routine IT

Desirable
Experience

- Previous cash handling and till use experience
- Previous working experience in the university library

Good understanding of at least one of the following:

- Dewey decimal system
- Citation and referencing
- Searching library catalogues & online databases

Skills

- Previous working knowledge of using library database management software (SirsiDynix)

problems, logging-in, passwords, printing and Wi-Fi access.

- Ability to become rapidly acquainted with new procedures and services.

Qualifications

- Currently enrolled on a Universities at Medway programme

Qualifications

- IT qualification at ECDL level or equivalent
- Fire Warden training
- Manual handling training