

Role Profile

Role Title	Library Assistant/ILT Support Advisor
Reporting To	Professional Librarian
Department	Customer Services
Grade	Grade 3
Version Date	June 2018

Role Purpose

To work as part of a team assisting professional staff and colleagues in providing a libraries and information service in the College, through duties of a general nature. To supervise student IT support within Hull College Libraries.

Key Responsibilities

- Issue and discharge library materials and to maintain records of the issue, return, reservation and interloan of these materials.
- Shelf library materials in the appropriate order & carry out servicing and minor repair work as necessary.
- Issue overdue reminders in accordance with the appropriate procedure.
- Maintain records of library materials, library usage and statistics.
- Answer enquiries relating to the stock and services in the libraries.
- Assist staff and students in the use of IT facilities and resources, including subscription-based and free electronic resources.
- Ensure quality service provision through customer care, in support of the aims and objectives of library service delivery.
- Receive, sort, package, label and despatch library and College materials and post.
- Carrying out routine library tasks, registration of new readers; maintaining the appearance of the library, inputting of stock onto the library's automated management system.
- Provide a document design and production service to the Library Team through the skilled use of Microsoft packages including Word, Publisher, Access, Excel, DTP packages and HTML.

- Maintain and develop library website and related resources as advised by professional library staff.
- Assist with stock ordering procedures, including updating financial records.
- Liaise with internal staff and external providers as required.
- Maintain adequate stocks of stationery and stores and contribute to the maintenance of records and statistics.
- Process cash transactions in accordance with college finance procedures.
- Carry out any other appropriate duties of a Library Assistant/ILT Support Advisor which may be determined.

Generic Responsibilities

- Represent and promote the Group brand values internally and externally.
- Ensure that the Group's customers (internal and external) receive an excellent customer service experience in all dealings with the service.
- Deliver your day to day duties consistently with the service level agreement.
- Promote the Group's student first ethos, ensuring that the student experience is uppermost in policy implementation.
- Act as a champion for change and improvement and constantly enhancing quality
- Contribute to the annual quality review of the service and the programme of continuous improvement
- Actively promote and act, at all times, in accordance with Group policies, e.g. Health and Safety, Equality, Diversity, Safeguarding and Data Protection.
- Actively promote and adhere to agreed Group values.
- Promote innovation.
- Contribute to delivering the Group's internal communications strategy, playing a supporting role in ensuring that communications are high quality and that individuals in our workforce are respected.
- Participate in the Group Annual Staff Performance and Development Review (ASPDR) as a reviewee.
- Engage in CPD ensuring that your individual skills and knowledge are up to date for the role.
- Proactively keep up to date with the Group's policy framework.

- Undertake other duties commensurate with the job level.

Person Specification – Library Assistant/ILT Advisor

	Essential	Desirable	How assessed*
QUALIFICATIONS			
Good background education including a level 2 qualification in literacy and numeracy or a willingness to obtain one.	✓		Cert/AF
To have or be working towards a recognised IT qualification	✓		Cert/AF
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Recent and relevant experience of work in a Library or related environment		✓	AF/IV
Computer literacy	✓		AF/IV/AT
Understands the essential functions of library work.	✓		AF/IV/AT
Experience of computerised library systems		✓	AF/IV
Extensive customer service experience	✓		AF/IV
Experience using Microsoft packages, Word, Publisher, Access, Excel	✓		AF/IV/AT
Desktop publishing and/or web design experience.		✓	AF/IV
Experience of library or information work		✓	AF/IV
Experience in a teaching or training environment		✓	AF/IV
Experience of computerised databases		✓	AF/IV
Web site management experience		✓	AF/IV
Understand latest educational developments in FE/HE		✓	AF/IV
SKILLS AND ABILITIES			
Good interpersonal skills	✓		AF/IV
Team worker	✓		AF/IV
Self-motivated	✓		AF/IV
Must accept and actively support the college's agreed values.	✓		AF/IV
Interested in supporting student learning.	✓		AF/IV
Working Arrangements and Personal Availability			
Must be available to work up to 2 evenings a week and possible Saturdays.	✓		IV
Must be able to perform routine physical tasks associated with the post.	✓		IV

*Key to how skills are assessed:

AF = Skill assessed via application form IV = Skill assessed via interview

AT = Skill assessed via test/work-related task Cert = Certificate checked at interview

