

Role Profile

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| 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

