JOB DESCRIPTION

Job Title: Library Assistant
Service: Library & Student Support (LSS)
Campus: Hendon
Grade: Grade 4
Salary: £21,732 – £24,826 per annum including Outer London Weighting
Period: Temporary until 30 September 2014
Reporting to: Library Operations Manager
Reports to: Not Applicable
Job Holder: Not Applicable

Overall Purpose:

As part of the Customer Services Directorate and under the direction of the Library Operations Manager, the post-holder is responsible for providing an excellent standard of service to all customers and visitors to the Sheppard Library.

Principal Duties:

1. To provide a warm welcome to all customers and visitors and create a positive first impression of the library and LSS
2. To take ownership of library enquiries and issues that have been escalated by the Helpdesk and use judgement and initiative in determining the most effective resolution
3. To provide assistance to resolve library enquiries or issues using a broad range of skills and knowledge of University and LSS policies
4. To explain the facilities provided by the range of self-service equipment and provide training to students in their use
5. To use, monitor and update a range of LSS and University systems to support service delivery including the library management system, RFID and group study booking systems etc
6. To assume delegated responsibility for ensuring that the appropriate policies and standards are adhered to for a particular area of the library, as agreed with the Library Operations Manager, in relation to shelving, appearance, layout, health and safety reporting and noise.
7. To provide assistance with maintenance and circulation of the collections and shelving, storage and security of items in all sections of the library
8. To provide administrative support to the Library Operations team, including work relating to handling card payments, ordering and receiving items, maintaining timetables, diaries and databases, collecting statistics and general office duties
9. Maintain, replenish and display agreed notices and publicity material
10. Collate customer feedback in line with the LSS Customer Engagement Plan and report findings to the Library Operations Manager to inform decision-making
11. To provide assistance to student workshop leaders and support for internal training and help co-ordinate promotional events including library tours, Fresher’s Fair, Refresher’s Fair and open days
12. Provide basic AV / IT equipment support including set-up for student and academic use as appropriate
13. To carry out checks on library facilities and equipment, including print and copy equipment, and either resolve issues or report / escalate in line with agreed procedures
14. Liaise with colleagues internal and external to LSS to exchange ideas and develop best practice in service provision
15. Attend and contribute to meetings, team briefings, projects and committees as appropriate

Other responsibilities
To undertake any other duties and specific projects as may reasonably be required by the Library Operations Manager or Assistant Director (Customer Services & Student Support)

PERSON SPECIFICATION

Job Title: Library Assistant
Campus: Hendon
Grade: Grade 4

Education:

Essential:
- Educated to GCSE standard or equivalent or substantial relevant work experience.
- To have proven evidence of continuing ability to learn

Desirable:
- To have a customer service qualification

Experience:

Essential:
- To have experience of dealing with customers in a customer service role
- To have experience of working in a library and resolving basic customer enquiries including basic library, academic and IT issues
- To have experience of using cash handling procedures

Desirable:
- To have experience in a customer service role in higher education
- To have experience of working in a library circulation system
- To have experience of working to set schedules and following detailed procedures with minimal supervision

Skills:

Essential:
- To have good IT skills, including word processing and use of web-based resources
- To have excellent communication and interpersonal skills
- To have the ability to make judgements on how best to deal with customer enquiries
- To have the ability to follow detailed procedures with minimal supervision
- To be able to maintain accurate records
- To be numerate

Aptitude:

Essential:
- To have a positive approach towards working in a team
- To have a positive approach towards service provision
- To have a flexible approach to working in a complex, busy environment
- To have the ability to prioritise own time and tasks
- To have a positive attitude to continuing professional development

Hours: 35.5 hours per week actual daily hours by arrangement. Flexible working involving weekend or evening work will be required
Leave: 25 days annual leave pro rata plus the equivalent of six University days and 8 Bank Holidays which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements, the duties / location of this post and the role of the post holder may be changed after consultation.

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders.

Information on public transport to Hendon can be found here: http://www.mdx.ac.uk/campus/campuses/docs/Hendon_campus_map.pdf

We offer an interest-free season ticket loan, interest-free motorbike loan, and bicycle and motorbike parking and changing facilities.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations

Middlesex University is working towards equality of opportunity. Flexible working applications (including part-time working) will be considered.

If you wish to apply for this post please complete an application form found here: www.mdx.ac.uk/jobs

Closing date for receipt of applications: 18 November 2013
Interview date: Week commencing 2 December 2013

Please return the completed application form to: recruit1@mdx.ac.uk or to The Recruitment Office, Middlesex University, Hendon Campus, The Burroughs, London, NW4 4BT.
Please note that all incoming post to Middlesex University is opened and scanned by our document handler, CDS, and then emailed to the recipient.

If you do not want your application form to Middlesex University processed in this way please email it to recruit1@mdx.ac.uk

What Happens Next?
If you wish to discuss the job in further detail please contact Anna Semmens at a.semmens@mdx.ac.uk or telephone on (020) 8411 3257. If selected for interview, you will hear directly from someone in the Service, usually within 3 weeks of the closing date. If you do not hear from us you may assume that your application was unsuccessful.