

Candidate Information

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| Position: | Library Attendant (Part-time) |
| School/Department: | Information Services |
| Reference: | 19/107116 |
| Closing Date: | Monday 4 February 2019 |
| Salary: | £16,146 - £17,079 per annum (potential to progress to £17,751 per annum through sustained exceptional contribution) |
| Anticipated Interview Date: | Friday 22 February 2019 |

JOB PURPOSE:

To shelve and tidy the book stock and other materials and to carry out portering duties relating to the post and equipment.

To provide roving help and assistance to library users with regard to finding and fetching material in the library.

To help maintain a suitable environment for study particularly with regard to tidiness and safety.

MAJOR DUTIES:

1. Shelve and tidy the stock so that material is in the correct sequence easily accessible for users.
2. Move stock and shelving to make good use of space.
3. Advise users on the layout of the building and on library regulations.
4. Ensure that library material is not removed from the building unless properly issued e.g. by monitoring the book detection system.
5. Open and close the library and assist with the evacuation of the building in an emergency in accordance with University procedures.
6. Monitor persons entering the Library to ensure that no unauthorised persons are using the facilities.
7. Sort and distribute mail and attend to postal deliveries.
8. Portering duties including the movement of computer equipment and the delivery and collection of goods between University's sites.
9. Comply with procedures, including those governing the library, health and safety etc.
10. Report broken or faulty equipment or services to appropriate staff.
11. Arrange the layout of rooms in preparation for meetings and seminars.
12. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

Planning and Organising:

1. Follow daily work schedule that Supervisor has developed but may prioritise duties within schedule.
2. Carry out some planning to ensure low value resources/stock are available to meet work requirements.

Resource Management Responsibilities:

1. Equipment – Responsible for maintenance/security of library and its contents; routine testing of alarms and safety checks.
2. People – responsible for responding to emergencies and assisting with the evacuation of the building.

Internal and External Relationships:

1. Regular contact with Supervisor, University staff, students and members of the public.
2. Communicate with University colleagues and know who to contact to seek information needed to carry out work.
3. Respond to routine enquiries providing answers to general queries, offering directions, basic advice.

ESSENTIAL CRITERIA:

1. Educated to secondary level.
2. A minimum of six months' experience of working either in a security environment or, as a warehouse operative, porter, warden, concierge or steward.
3. A minimum of 6 months' experience of working with the public in a customer-facing role.
4. A good standard of literacy in order to be able to sort and re-shelve books and distribute post.
5. Capable of following oral and written instructions.
6. Observant and attentive to detail.
7. Good oral and written communication skills.
8. Ability to meet appropriate standards of appearance for a customer service environment.
9. Excellent customer service skills and a pleasant, confident and friendly manner.
10. Ability to communicate effectively and work as part of a team.
11. Flexible and positive attitude.
12. Ability to work efficiently under pressure and to deal with a variety of customers.
13. Motivated to assist library users.
14. Required to work 25 hours per week, Monday to Friday; fortnightly shift pattern.
15. The post has a significant manual element and requires the ability to move/ lift/ carry furniture, trolleys, equipment and other materials.
16. Although based in the McClay Library will be required to work in other branches as and when required.
17. Flexibility and a willingness to provide cover for absences within the team.
18. Required to wear a uniform.

DESIRABLE CRITERIA:

1. Four GCSEs at Grade C or above, or the equivalent to include English Language and Mathematics.
2. A relevant vocational qualification.
3. A First Aid qualification.
4. A qualification in computing such as ECDL.
5. Experience of working as part of a team.
6. A minimum of 12 months' experience of working either in a security environment or, as a warehouse operative, porter, concierge or steward.
7. A minimum of 12 months' experience of working with the public in a customer-facing role.
8. Ability to fulfil the mobility requirements of the post e.g. valid driving licence and a willingness to drive a van to undertake collections and deliveries.