

Candidate Information

Position:	Library Attendant
School/Department:	Library Services and Research Support
Reference:	22/109852
Closing Date:	Monday 6 June 2022
Salary:	£18,278 - £18,529 per annum (Part time pro rata)
Anticipated Interview Date:	Wednesday 22 - Friday 24 June 2022
Duration:	Permanent

JOB PURPOSE:

To assist in the operation of the library by providing students and staff with learning materials and information, and to ensure the security of the Library and all of its contents and collections.

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. Porterage 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.

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. The post has a significant manual element and requires the ability to move/ lift/ carry furniture, trolleys, equipment and other materials.

15. Although based in the McClay Library, staff will be required to work in other branches as and when required.
16. The hours for full-time attendants are based on a regular three week shift pattern which includes regular evening and weekend work.
17. Part-time attendants work specific hours on a regular basis.

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.