



Candidate Information

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| Position: | Senior Library Assistant - Biomedical Library |
| School/Department: | Library Services and Research Support |
| Reference: | 24/112086 |
| Closing Date: | Sunday 4 August 2024 |
| Salary: | £28,456 - £30,948 per annum |
| Anticipated Interview Date: | Wednesday 14 August 2024 |
| Duration: | Permanent - Full Time |

JOB PURPOSE:

To be responsible to the Customer Experience Manager, Biomedical and Medical Library for the performance of a range of duties associated with the service to customers in the Biomedical Library.

MAJOR DUTIES:

1. Co-ordinate and oversee the work of the Customer Experience Team in the Biomedical Library.
2. Allocate, supervise and monitor work carried out by Library Assistants (to ensure that procedures are applied and library policy followed consistently and that a high quality service is delivered to customers); ensure staff in the area are kept up to date with changes in work practices.
3. Provide training in processes and procedures for Library Assistants. Keep accurate records relating to the day to day business of the library including such activities as drawing up work rotas, keeping statistics and maintaining user records.
4. Provide a high-quality customer service; Provide advice and guidance to customers.
5. Monitor the effectiveness of the local service environment and submit proposals for enhancements (to ensure ongoing service improvement and responsiveness), taking customer comments and feedback into account.
6. Provide customers with access to the widest possible range of resources; Obtain material on request which is not available in the library through the inter-branch and inter-library loan services.
7. Carry out clerical tasks associated with the stock management of library material.
8. Assist with the issue and discharge of library material and associated clerical tasks (to maximize access to library materials and ensure accurate record keeping).
9. Provide administrative assistance to the Customer Experience Manager.
10. Participate in the work of cross-Library teams focussed on a range of service enhancement initiatives.
11. Shelve library material and shelf-tidying.
12. Such other duties as may be required, and which fall within the general ambit of the post.

ESSENTIAL CRITERIA:

1. Five GCSEs (Grade C or above) or equivalent including English Language and Mathematics.
Note that a higher qualification such as a degree does not necessarily supersede the above requirement.
2. Substantial relevant experience (sustained or in-depth) of working in either:
 - A libraryOr
 - A customer facing role providing product or service information to members of the public.
3. Understanding of the importance of good customer care and a commitment to providing excellent quality service.
4. Must be IT Literate and have the ability to work with Microsoft Office applications.
5. Excellent oral and written communication skills.
6. Ability to prioritise tasks and work quickly and accurately under pressure.
7. Able to quickly grasp the essentials of a query in order to be able to direct the user to the appropriate information.
8. Capable and willing to act on own initiative under the general guidance of a more senior member of staff.
9. Excellent customer service skills and a pleasant, confident, friendly manner.

10. Ability to work well within a team.
11. Must be able to demonstrate a genuine interest in library work and in assisting users.
12. A flexible approach to working and, a willingness to acquire new skills.
13. Must be prepared to undertake evening and weekend duty.
14. All Senior Library Assistant posts require some element of manual work such as shelving, shelf tidying and fetching material.
15. The Library consists of a number of branches across various sites and candidates must be willing to work in any part of the Library system.

DESIRABLE CRITERIA:

1. A qualification in Library Studies (e.g. City & Guilds, Diploma or Degree).
2. A qualification in computing (at least ECDL).
3. Two 'A' Levels.
4. Experience of supervising and/or training staff.
5. Experience of preparing rotas and staff schedules.
6. Recent experience in a higher or further education environment.
7. Demonstrable experience of using an online system for either reservations, cataloguing or, updating data records.