Job Title: Library Advisor (User Services)
Grade: 4
Salary: £19,202 – £22,017 (pro rata) per annum
Department: Library
Hours/Contract: Permanent, Part-time, the days and hours to be worked are shown below
Reference: 619

<table>
<thead>
<tr>
<th>Working Days</th>
<th>Hours per week</th>
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<tr>
<td>Sunday 4 hours between 08:45 – 18:15</td>
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<tr>
<td>Monday 13:00 – 17:00</td>
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<td>Tuesday 13:00 – 17:00</td>
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<td>Wednesday 17:15 – 21:15</td>
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<td>Thursday 09:00 – 13:00</td>
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Role Purpose
To proactively ensure the smooth day to day operation and delivery of high quality, user-centred library services that support and enhance students’ experience and the University’s learning, teaching and research endeavor.

Main Duties and Responsibilities

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1. To be responsible for the day to day delivery of library services in the David Wilson Library and for the provision of excellent customer care to both internal and external users, suppliers and visitors. This will include:
   - Staffing the Help Zone; Enquiry Service, Special Collections Reading Room; Help Team
   - Floor-walking, including supervising the study environment and user behaviour;
   - Collection Management Tasks, including shelving, shelf tidying and clearing books from study areas. To also contribute to collections care and conservation activities, for example, by repacking of archive collections into appropriate preservation materials and monitoring of pest traps.

2. To prepare and organise your own time and other’s time as directed, to manage library functions and tasks. To ensure that these are delivered and completed in a timely and accurate manner, according to the daily needs of the service and the fluctuations of the academic year. This may include a range of activities such as:
   - Access and Membership: including physical access to the Library and day to day supervision of our membership entitlements.
Job Summary

- Communications and Publicity: including the day to day supervision of the website, local signage and social media. Also assisting in the selection and preparation of materials for use in exhibitions.
- Enquiries: including the day to day supervision of our enquiry channels and participate in inductions, and meet and greet.
- Circulation: including the day to day supervision of loans, invoicing, and shelving.
- Timetabling: including creating and maintaining daily, weekly and monthly rotas.
- Space Management: including the day to day maintenance of spaces, the study environment and reporting of building issues.
- User Experience and Engagement activities: including arranging focus groups, participating in promotional events, user experience surveys and user inductions and tours.
- Equality, Diversity and Inclusion Champion.

3. To deliver an excellent user-centred experience within a culture of customer service excellence. This will include:

- Participating in quality schemes such as Customer Service Excellence and the University’s set of VITAL values
- Positively responding to users’ informal and formal comments and feedback, resolving matters raised as quickly as possible and/or handing on comments and feedback if necessary;
- Ensuring that service standards are met on a day to day basis.

4. To exercise judgement and initiative to manage and resolve first line enquiries and problems presented by students, staff, suppliers and visitors, referring more complex and technical enquiries as appropriate. This may include the following types of enquiries:

- Catalogue, bibliographic and reading list;
- IT and digital, for example, password resets and logging onto and accessing online resources;
- Order, invoice and subscription;
- Membership, access and loan;
- The study environment, facilities and bookings;
- Digitisation of collection items;
- Location, retrieval and supply of material.
5. To provide administrative support for senior colleagues and the Heads of Service as directed. This will include:
   • Organising meetings and taking minutes;
   • Collecting and collating quantitative and qualitative data;
   • Maintaining and liaising with a network of contacts to resolve issues and to obtain or pass on information;
   • Handling cash and card payments, balancing and reporting takings and securing keys and monies;
   • Creating purchase orders, verifying invoices and receipt of goods.

6. To act as team leader when required and to supervise temporary staff, interns, volunteers and workplace students as necessary.
   • To deliver training and development activities to other team members and to assist in the induction of new staff.

Internal and External Relationships

**Within the Library:**
   • Daily reporting to Line Manager to discuss priorities and activities.
   • Daily contact with team colleagues to collectively schedule the service cover.
   • Co-ordinating with the Special Collections team.
   • Daily contact with team colleagues and other library staff and teams as team leader for designated area(s) of functional responsibility.
   • Frequent contact with members of the Library, Learning and Information Services Division to obtain or pass on information or to resolve queries.

**Within the University:**
   • Frequent daily contact with Library Users comprising University students, staff and external users.
   • Regular contact with Students’ Union and members of Corporate Services, for example, IT Services, Estates and Campus Services, Student Services, Student Union, External Relations to obtain or pass on information or to resolve queries.

**External:**
   • Contact with suppliers and contractors providing goods or services to the David Wilson Library
   • Occasional contact with external organisations, such as community, voluntary or school groups or visiting speakers/guests.

Planning and Organising

The post holder will plan events and duties on a daily basis for the days and weeks ahead, responding to manager’s requirements in addition to own responsibilities to ensure services are staffed and that tasks and activities are completed to priority, appropriate deadlines and the needs of the academic year.
## Job Summary

The post holder will have regular discussions including monthly 1-1s with their line manager to monitor progress and performance, identify development and training needs and report on their participation in these.

The post holder will participate in team and project meetings and contribute to discussions and activities which inform decision making by line management and senior managers.

## Qualifications, Knowledge and Experience

### Essential

**Qualifications:**
- EITHER academic or vocational qualification (NVQ 2/3, 5 GCSEs at grade C or above, City and Guilds or equivalent), plus recent relevant experience.* Or significant work experience in a comparable setting*

**Knowledge:**
- A demonstrable understanding of what constitutes excellent customer care*

**Experience:**
- Proven experience of working flexibly, prioritising workloads and working to tight deadlines*
- Proven experience of working both independently and as part of a team*
- Experience of working in a busy, customer facing environment as a member of staff*
- Experience of working on own initiative and working effectively within a team.*
- Experience of working methodically, with accuracy and attention to detail
- Proven experience of dealing with pressure points, queues and solving user queries and problems in a busy and pressured service environment
- Experience of answering enquiries*

### Desirable

- Experience of working with the public in a service capacity*
- Experience of engagement, volunteering or community development activities
- Experience of supervising staff
- Team leadership qualification
- An interest in and enthusiasm for archives/heritage/culture

## Skills, Abilities and Competencies

### Essential

**Skills:**
- Excellent interpersonal skills, including the ability to communicate clearly orally and in writing to ensure effective communication, reporting, and customer and contact handling*
- High level of IT and digital skills*
Job Summary

- Excellent planning, organisational and proactive problem solving skills

**Abilities:**

- Ability to confidently engage and empathise with students and staff
- Ability to work with alphabetical and numerical sequences
- Ability to use online information to answer enquiries
- Ability to undertake manual handling within reasonable level.

**Competencies:**

- Good hand-eye co-ordination to enable careful and confident handling of fragile, valuable and irreplaceable documents and books

**Desirable**

- Ability to supervise and train staff
- Ability to lead a team
- Ability to edit web pages and use social media in a professional marketing context
- Ability to take minutes
- Ability to collect, collate and report on qualitative and quantitative data

*Criteria to be used in shortlisting candidates for interview*

**VITAL**

The University encourages all staff to live our **VITAL values** which are: Valuing People, Innovators, Together, Accountable, Leaders.

**Equality and Diversity**

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.