

Information Assistant

School or Department: Libraries and Learning Resources

Grade & Salary: D £25,470 - £26,583 per annum (pro rata)

Role Description:

To provide high quality, customer focussed frontline support to individual customers of the University's Libraries and library-managed spaces

Principal Duties:

Frontline Service & Customer Support

- Participate in service rotas, providing reception and access control for NTU Libraries.
- Register and assist visitors, produce replacement cards, and handle lost property
- Respond to in-person, phone, and online enquiries about physical and electronic resources, library services, and IT support.
- Assist students with network access, printing, software use, and basic technical troubleshooting.
- Handle cash transactions and verify/update user accounts.
- Provide proactive help via roving patrols and refer complex enquiries appropriately.
- Manage circulation services including issuing, renewing, returning materials, and supporting self-service equipment use.
- Retrieve and circulate closed access items such as Inter Library Loans.

Off-Desk Tasks

- Empty and sort returned items, shelve books and materials, and maintain shelf order.
- Support stock management by removing outdated items and conducting minor repairs.
- Perform photocopying, scanning, and record keeping.
- Manage reservations, inter-site loans, overdue items, and bibliographic records.
- Support print journal handling and collect statistical data.

Operational Support

- Perform routine maintenance and setup of PCs, printers, and other equipment.
- Carry out opening/closing procedures and support emergency evacuations.

Additional Responsibilities

- Foster a welcoming, customer-focused environment and maintain acceptable student behaviour.
- Engage in ongoing professional development to maintain skills and knowledge.

- Stay updated on LLR services and University IT infrastructure.
- Contribute to service improvements and uphold LLR core values.

Note: The post-holder may undertake other reasonable duties related to the role as required.

Our Principles, Our Ways:

Our Ways represents a commitment to making a difference, taking bold steps, and maintaining moral standards. It's about proactively creating positive change while prioritising integrity and accountability in all our actions. We encourage colleagues to strive towards Our Ways with the following behaviours:

Our Ways		
We change lives.	We are bold.	We do the right thing.
Relationships with others	Adaptability	Planning and delivering work
Delivering through others	Problem solving	Accountability
	Developing yourself	

Personal Attributes:

Attributes	Essential	Desirable
Knowledge	<p>A good understanding of effective customer service practice and techniques for dealing with a range of customer situations.</p> <p>High level of IT literacy, with detailed knowledge and confidence in the use of IT systems to retrieve information and process customer transactions, along with a good operational knowledge of Microsoft Office, including Word, Excel, PowerPoint and Teams.</p>	
Skills	<p>Excellent customer service skills, with the ability to deal confidently, courteously and sensitively with customers at all times.</p> <p>Excellent interpersonal skills, include the ability to liaise effectively with a diverse range of people.</p> <p>Excellent written and oral communication skills, including the ability to convey technical information to specialist IT staff and to non- experts in an appropriate manner.</p> <p>Positive attitude to personal continuing professional development and the ability to work with new technologies, systems and processes, and rapidly assimilate new skills to produce results.</p>	



	<p>Ability to work without direct supervision, and demonstrate confidence in exercising judgement, using initiative and making decisions based on experience and knowledge of procedures.</p> <p>Commitment to an ethos of continuous improvement, and an ability to identify opportunities for enhancements to processes and procedures, and to communicate suggestions to appropriate colleagues.</p>	
Experience	<p>Experience of working in a busy service environment, handling competing demands, dealing with customers and handling a wide range of enquiries</p>	<p>Experience of frontline (customer facing) work experience in one or more of the following areas:</p> <ul style="list-style-type: none">• Library• Learning Centre• Information Service• IT Support• Call centre <p>Experience of using CRM systems, such as Microsoft Dynamics, or ZenDesk.</p> <p>Experience of using IT packages to resolve customer enquiries.</p>
Qualifications		<p>Relevant vocational qualification, such as NVQ or C&G in a relevant area such as Customer Service, Contact Centre Operations, IT, Libraries, or Advice and Guidance</p>