



**Post Title: Library Attendant**

**School or Department:** Libraries and Learning Resources

**Grade & Salary:** Operational Support Entry Grade - £24,522 pro rata

**Role Description:**

**Job purpose:** To be responsible for providing a welcoming, supportive and safe study environment for students using the library outside of core full-service hours.

**Principal duties and responsibilities:**

1. Answer basic directional and service-related questions from students and explain how to seek further assistance from staff during normal service hours.
2. Patrol the library building to maintain acceptable levels of student behaviour and a suitable study environment in accordance with agreed LLR procedures, reporting serious or persistently difficult behaviour to the User Experience Shift Leader.
3. Undertake regular headcounts of users in the building
4. Assist NTU Security in (a) monitoring library access by students, staff and visitors using access control systems and (b) checking of library materials that have activated the security system
5. Replenish consumables such as printer/photocopier paper and monitor overall cleanliness of the building, liaising with the User Experience Shift Leader.
6. Assist with keeping the library tidy through placing of litter in bins, collecting of unused library books, ensuring chairs are positioned by study spaces etc, empty returns unit bins and place library books onto trolleys
7. Provide basic assistance to students using the Self-Service equipment
8. Working within guidelines, carry out basic remedial action in the event of library equipment breakdown
9. Take a lead role in responding to fire alarms including liaison with the Fire Service and NTU Security and other staff and be trained in the use of equipment to aid the safe evacuation of mobility impaired users
10. Be a University First Aider.
11. Occasional movement of light goods between and within university buildings
12. Be willing to cover sickness and other unplanned absences by other attendant staff

**N.B.** The post-holder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

**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:

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

**Personal Attributes:**

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge	A good understanding of effective customer service practice and techniques for dealing with a range of customer situations.	Equality and Diversity awareness, Data Protection, Freedom of Information issues, Prevent, safeguarding of children and vulnerable adults, health and safety, and risk assessment, and understanding of how they relate to the University environment.
Skills	<p>Effective interpersonal skills, including the ability to communicate information effectively to a wide range of diverse stakeholders and deal with difficult situations.</p> <p>Ability to deal with issues of confidentiality and sensitive situations in a constructive and empathetic way, including recognising distress or vulnerability and reacting accordingly.</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 the User Experience Shift Leader.



	Ability to work effectively as a member of a team, taking responsibility for getting things done and seeking/testing improvements to the team's outputs/service.	
Experience	Experience of working in a diverse customer service environment, handling a range of enquiries and queries from customers and dealing with situations in a calm and empathetic manner, including dealing with people in challenging situations.	Experience of working in a large complex organisation in a similar role, including ensuring the welfare and safety of people and safekeeping of resources
Qualifications	N/A	N/A