



Job Description & Person Specification

Post title: Information Assistant	Post No: 550327
School or Department: Libraries and Learning Resources	Date created:
Grade: D	Hours per week:
Fixed term end date (if applicable):	
Other requirements of the role:	
Immediate line manager: Relevant Customer Services Team Leader	
Title & Grade of posts line managed by postholder: None	

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

Principal duties and responsibilities: The role will encompass all of the following, but the balance of duties and responsibilities will be determined in discussion with the post holder's line manager:

Principal Duties

1. To participate in frontline service rotas and provide practical help and guidance to customers of LLR by:

- **Providing a reception service, this includes:-**
 - registering and assisting visitors to LLR libraries
 - facilitating entry through access control systems
 - production of replacement and other cards for customers
 - checking of library materials that have activated the security systems

- **Providing an in-person, telephone and online enquiry and support service, this includes:-**
 - responding to enquiries regarding LLR and NTU's physical and electronic resources, services and facilities (for example, using the library catalogue and locating materials within the library collections, providing assistance in the accessing and basic searching of eLibrary resources, the Virtual Learning Environment and other web-based resources)
 - providing support and information to students in the use of networked systems (authentication and access to the NTU network, networked printing, use of IDs and passwords required to access eLibrary resources)
 - using and providing assistance in the use of standard desktop PC software applications (this currently includes Microsoft's Office suite and web browsers) and LLR managed networked PCs, printers and other equipment
 - providing basic technical assistance and fault rectification for PCs, printers, photocopiers, and other equipment within LLR, reporting unresolved problems and faults for further attention using the University's fault reporting computer systems.
 - answering student enquiries regarding user accounts and using LLR and other University computer systems to verify and update information
 - handling cash transactions associated with a range of library services
 - participating in roving patrols of LLR to provide pro-active assistance to customers away from help desks
 - identifying and appropriately referring more complex and / or specialist enquiries as appropriate

➤ **Providing a circulation service, this includes:-**

- issuing, renewing and returning library materials (including non-book materials such as laptop computers) using the Library Management System
- supporting customers in the use of self-service equipment
- retrieving closed access materials such as Inter Library Loans and issuing and returning these materials.

2. **Participate in a range of off-desk tasks on a rota and/or clustered basis, this includes:**

- emptying of self-service returns unit, sorting, checking, and shelving library books, journals and other materials
- shelf tidying to ensure that material on the shelves is readily accessible and in good order
- tasks associated with stock management, e.g. removal from shelves of out of date library -- materials, and use of computer-based stock management devices
- carrying out minor repairs to library materials
- photocopying and scanning to support LLR services
- inputting staff and updating student records
- tasks associated with the management and circulation of library materials, e.g. reservations, missing items, inter-site loans, loose-leaf filing and bibliographic record checking
- participating in routines to support the receipting, checking and shelving of print journals
- carrying out agreed procedures relating to overdue items and claimed returns
- recording of statistical data

3. **Contribute to the effective operation of LLR by:**

- performing, without direct supervision, basic routine tasks of set-up, checking and simple preventative maintenance on PCs, printers, photocopiers, and other equipment in LLR open access areas to ensure their effective day to day operation
- carrying out procedures for the opening and closing of LLR facilities
- undertaking routines associated with emergency evacuation procedures

4. **Additionally, staff will be expected to:**

- at all times, contribute to the provision a welcoming, supportive, customer focussed environment for students
- contribute to the maintenance of acceptable levels of student behaviour in accordance with agreed LLR procedures to help maintain a suitable study environment
- fully participate in systematic, on-going development (internal and external) to maintain and update skills and knowledge to effectively deliver customer support services to an appropriate standard
- maintain a current awareness concerning the availability of LLR services, including eLibrary resources, and the University's ICT infrastructure
- contribute to continuous improvement processes relating to service enhancement
- demonstrate a commitment to the LLR core values

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.

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>

		Experience of using IT packages to resolve customer enquiries.
Qualifications		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

Competencies	
Essential Competencies	Desirable Competencies
<p>Customer Focus – Level 1 Is professional and polite in all dealings with customers, providing a quality service.</p> <p>Communicating and influencing- Level 1 Actively listens. Communicates information effectively.</p> <p>Team working – Level 1 Works effectively as a member of a team. Takes responsibility for getting things done as part of a team.</p> <p>Making informed decisions – Level 1 Is aware of the data/information/research available to inform and develop areas of work. Keeps up to date with information and its quality in order to make judgements.</p> <p>Adaptability – Level 1 Willingly takes on new tasks/adopts new approaches as required as appropriate to job role. Participates in PDR and takes responsibility for keeping professional skills and knowledge up to date.</p>	<p>Organisation and delivery – Level 1 Plans time effectively to achieve results in day to day work. Is organised and prioritises work appropriately.</p>

[N.B All competencies should be drawn from the NTU Competency Framework which can be found [here](#)]

Job Description and Person Specification created by LLR Customer Services Managers: 04/22
