

JOB DESCRIPTION

General Details	
Job title:	Library Assistant
Subject area:	Registry
Base location:	UCFB Wembley
Area of the Institution:	Library and Learning & Development
Contract type:	Term Time Only
FTE:	Part Time
Hours:	12 hours per week (Mondays, Tuesdays and Thursday, 4.30 - 8.30pm)
Salary:	£12.50 per hour including London Weighting
Date prepared:	February 2025
People Relationships	
Reporting to:	Librarian
Responsible for:	N/A

Job Purpose
To provide an excellent front-line service to library users during evening opening hours, responding to staff and student enquiries and ensuring the library and study space is well-maintained.
Main activities
<ol style="list-style-type: none"> 1. Staffing the Library Helpdesk during evening opening hours and delivering circulation services including the issue, return and renewal of library items. 2. Dealing with a range of enquiries from both staff and students, including providing guidance on using the library catalogue and electronic resources and helping library users to locate resources. 3. Where appropriate, escalating enquiries to Library management or to other relevant support departments. 4. Processing new books and other items, and ensuring the library print collection is well maintained. 5. Sorting and shelving books and journals, and shelf-tidying as and when required. 6. Contributing to the upkeep of a tidy and well-maintained library space and study environment. 7. Following library closing-down operating procedures in collaboration with Security colleagues at Arch View House Reception. 8. Contributing to the development and improvement of library services

Person Specification			
HEI: UCFB		Location: Wembley	
Department: Library & Learning Development		Responsible to: Librarian	
REQUIREMENTS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT*
1. Qualifications & Training	Educated to 'A' Level or equivalent.		1
2. Previous Work Experience		<p>Knowledge and demonstrable experience of working within a customer service environment.</p> <p>Knowledge and demonstrable experience of working within a Library.</p> <p>Experience of using Library systems.</p>	1,2
3. Specific Knowledge/ Skills/ Abilities Required	<p>Well-developed interpersonal skills including competencies linked to:</p> <ul style="list-style-type: none"> • effective communication and articulation • empathy and openness • team working and collaboration <p>Demonstrable skill in working and interacting successfully and positively with a community of students, many of whom may be unfamiliar with the opportunities provided by Library and Learning Resources</p> <p>Attention to detail in all areas of work.</p> <p>Well-developed IT skills which must encompass the:</p> <ul style="list-style-type: none"> • full MS Office suite 		1,2,3,4, 5 (via probation period)

	<ul style="list-style-type: none"> ability to quickly adapt to using new systems and software 		
4. Motivation/Attitude	Professional approach to work Reliable Organisational Skills Flexibility Excellent interpersonal skills		2, 5 (via probation period)
5. UCFB/GIS Values	Fair play for all One team united around sports education Bringing your best game		2, 5 (via probation period)
*1=Application Form; 2=Interview; 3=Test/Presentation; 4=Documentary Evidence; 5=Other			