

**JOB DESCRIPTION**

**Job Title:**  Library and Digital Technology Assistant

**Grade:**  C

**School/Service:**  Library, Archives and Learning Services

**Campus:** Docklands

**Reporting to:**  Campus Library Manager

**Liaison with:**  Colleagues in LALS, staff and students within the University, external users and external contacts.

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success.

#BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 3 of its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**JOB PURPOSE:**

To provide high quality, customer focused library, archives and open access IT support to a diverse learning and research community both face-to-face and online. To ensure customers have a good understanding of the resources available to them and to guide them in the use of these. To participate in the routine work of LALS.

**MAIN DUTIES AND RESPONSIBILITIES:**

* To work as part of a team to provide helpdesk and roving services as needed; assisting customers with library transactions.
* To provide high quality front-line IT support to customers including advice on: printing; supported software; e-submission and the VLE; use of mobile devices; Wi-Fi and internet troubleshooting; Office365.
* To answer library service, facilities, and resource enquiries face-to-face or through our enquiry management system checking student records where necessary and referring or escalating to colleagues or external services when appropriate.

To advise students about all information resources including our physical and online collections, guiding students towards resources as appropriate for their discipline and level of study and providing instruction on how to use them.

* To assist in maintaining an appropriate study environment for all library users.
* To supervise use of the archives reading room, support users and fetch requested items.
* To assist in the provision of a range of library services, including stock acquisition and management, reading lists, free e-textbooks, holds, interlibrary loans, communications and social media.
* To undertake other routine tasks as needed, including shelving, shelf tidying, stock processing and repair.
* To contribute to the smooth running of UEL libraries by troubleshooting equipment faults escalating to IT where necessary and monitoring the environment in accordance with health and safety guidelines and good practice.
* To assist with library inductions and basic training sessions for students and new members of staff.
* To assist in the collection of library usage data and customer feedback to ensure that the services offered meet our standards and the needs of our customers.
* To participate in team meetings and contribute to the review and development of services through relevant service wide projects, groups and activities.
* To work in accordance with UEL’s equality and diversity policies.

**Local Requirements**

* The postholder will be required to work evening and Saturday duties on a rota basis.
* This post involves regular onsite hours at both Docklands and Stratford campuses with opportunities for homeworking subject to operational needs.

**PERSON SPECIFICTION**

**EDUCATIONAL QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria**

* Educated to A-level standard or equivalent (A/C).

**Desirable criteria**

* Educated to degree level (A/C).

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria**

* Experience of providing excellent customer service in a busy service environment (A/I).
* Experience of supporting customers in maximising the use IT equipment and educational technologies (e.g., VLE, e-submission tools, Office 365) (A/I).

**Desirable criteria**

* Experience of working in a library or information service (A/I).

**SKILLS AND ABILITIES**

**Essential criteria**

* Excellent verbal and written communication skills including the ability to adjust the delivery of information to meet the needs of the customer (A/I).
* Excellent IT skills including familiarity with library management systems, social media and using online tools to discover information (A/I).
* Ability to get to the root of an enquiry; keeping up-to-date with knowledge, systems, and procedures to provide an effective enquiry service (A/I)

**PERSONAL ATTRIBUTES AND QUALITIES:**

**Essential criteria**

* Ability to be supportive and encouraging of others, with a flexible approach to teamworking (A/I)
* Ability to use initiative and judgement to resolve problems, identifying practicable and suitable solutions (A/I)
* Ability to work with a high degree of accuracy, maintaining high quality work (A/I/T)
* Good organisational skills with the ability to prioritise work to meet deadlines (A/I/T)

**OTHER KEY CRITERIA:**

**Essential criteria**

* Commitment to, and understanding of, equality and diversity issues within a diverse and multicultural environment (A/I)
* Ability to lift and carry light loads (e.g. books, small equipment) (A/I)

**Criteria tested by Key:**

A = Application form C = Certification I = Interview T = Teaching task