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| **Job Title** | **Library and Digital Technology Assistant** |
| **School /Service** | **Library, Archives and Learning Services** |
| **Grade** | **C** |
| **Location and Hybrid working status** | **Stratford** |
| **Reporting to** | **Campus Library Manager** |
| **Key working relationships: Internal** | **Colleagues in LALS** |
| **Key working relationships: External** | **Colleagues within the University, external users and external contacts.** |
| **Contract type/ Hours** | **Full-time/Permanent** |

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

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking [10-year Vision 2028 strategic plan](https://www.uel.ac.uk/about/vision-2028), orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**LIBRARY, ARCHIVES AND LEARNING SERVICES - (LALS)**

The Library, Archives, and Library Services (LALS) at UEL is a diverse, customer-focused service committed to building on our excellent customer service to enhance the experience of all members of the university and the wider community. With two campus libraries providing a range of study spaces for our customers and a wealth of online resources and services, we are proud holders of the Customer Service Excellence award.  LALS has also consistently improved its National Student Survey (NSS) scores and has received praise from students for its outstanding customer service.

**ABOUT THE JOB**

The Library and Digital Technology Assistant plays a vital role in delivering exceptional front-line services to students, ensuring they have a positive experience while using library and IT resources. This position involves providing a friendly presence to address a wide range of inquiries—not only those related to library services and offering support that encourages independent learning. We are looking for a candidate with experience in supporting customers in a fast-paced front-line service environment. You will be key in providing excellent customer service to our diverse student body and the research community. The successful candidate will work within the customer services team and collaborate with other teams to maintain a high standard of service.

**JOB PURPOSE**

To provide a 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.

**KEY DUTIES AND RESPONSIBILITIES**

* 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 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 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.

The duties and responsibilities outlined above provide a general overview of the range of tasks that a Library and Digital Technology Assistant at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are Passion, Inclusion, Courage, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

|  |  |  |  |
| --- | --- | --- | --- |
| Education and Qualifications | Essential | Desirable | Criteria assessed by |
| *Educated to A-level standard or equivalent* |  |  | A/C |
| *Educated to degree level* |  |  | A/C |
| Experience/Knowledge |  |  |  |
| *Experience of providing excellent customer service in a busy service environment* |  |  | A/I/T |
| *Proven experience in delivering high-quality customer service within a busy and dynamic service environment.* |  |  | A/I/T |
| *Demonstrated ability to support customers in effectively using IT equipment and educational technologies (such as virtual learning environments, e-submission platforms, information management systems, social media platforms, and online research tools and Office 365).* |  |  | A/I/T |
| *A collaborative and supportive team member with a flexible and positive approach to working with others, using initiative, sound judgment to resolve issues, and offering practical and effective solutions.* |  |  | A/I/T |
| Skills/Abilities |  |  |  |
| *Excellent verbal and written communication skills including the ability to adjust the delivery of information to meet the needs of the customer* |  |  | A/I/T |
| *Ability to identify and understand the root of customer enquirers, staying informed about relevant systems and procedures to deliver an efficient and knowledgeable service.* |  |  | A/I/T |
| *Strong organisational and time management skills, high attention to detail, with the ability to priorities tasks and meet deadlines, and consistently producing accurate and high-quality work.* |  |  | A/I/T |
| *Ability to work with a high degree of accuracy, maintaining high quality work* |  |  | A/I/T |
| Other Competencies required |  |  |  |
| *A strong commitment to equality, diversity, and inclusion, with an understanding of how these principles operate within a multicultural and diverse work environment.* |  |  | A/I/T |
| *Capable of lifting and carrying light loads such as books or small pieces of equipment*  Criteria assessed by Key:  A = Application form/CV C = Certification I = Interview P = Presentation task Other Activity = (please specify e.g  Micro teaching, test etc.) |  |  | A/I/T |

Further Information:

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.