



JOB DESCRIPTION

Job Title:	Library & IT Support Assistant
Grade:	C
School/Service:	Library and Learning Services
Campus:	Docklands and Stratford
Reporting to:	Campus Library Manager
Liaison with:	Colleagues in LLS, staff and students within the University and external users

JOB PURPOSE:

To assist in providing high quality, customer focused library, archives and open access IT support to a diverse learning and research community.

MAIN DUTIES AND RESPONSIBILITIES:

1. To work as part of a team to provide help desk services and roaming support as needed.
2. To support and promote the full range of self-service library, archives & open access IT.
3. To assist library users with directional and information enquiries, including assistance with the Library Catalogue and guidance on the use of electronic information resources, including e books and e journals.
4. To assist learners in using basic network facilities, AV equipment and supported software.
5. To supervise use of the archives reading room, support users and fetch requested items.
6. To log and refer or escalate problems and queries as appropriate to ensure customer enquiries are satisfactorily resolved.
7. To assist in the provision of a range of support services, including stock acquisition and management, reservations, inter-site loans, inter-library loans, publicity and social media.
8. To undertake other routine tasks, including shelving, shelf tidying and stock processing.
9. To contribute to the smooth running of UEL libraries by providing first-line maintenance for equipment, reporting equipment faults and monitoring the environment in accordance with health and safety guidelines and good practice.
10. To assist with library inductions and basic training sessions for students and new members of staff.
11. To assist in the collection of library and open access IT usage information and user feedback to ensure that the services offered meet the needs of our users.

12. To participate in team meetings and contribute to the development of services through relevant LLS projects, groups and activities.

13. To work in accordance with UEL's equal opportunity policies.

Local Requirements

13. The post requires the post holder to work evening and weekend duties as required, with time off in lieu.

14. This is a cross-site post working at both Docklands and Stratford campuses

PERSON SPECIFICATION

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 in a busy, front facing customer services environment (A/I).
- Experience of helping customers to access and use networked services, standard software packages and online services (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 content of information to suit varying levels of understanding (A/I).
- Good IT skills including familiarity with Microsoft Office, library management systems, social media and web technologies (A/I).

PERSONAL ATTRIBUTES AND QUALITIES:

Essential criteria

- Commitment to providing excellent customer service (A/I).
- Experience of being supportive and encouraging of others, with a flexible approach to delivering team results (A/I).
- Experience of using initiative and judgement to resolve problems, identifying practicable and suitable solutions (A/I).
- Excellent attention to detail and the ability to maintain work of high quality (A/I).

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).
- Willingness to work evenings and weekends (A/I).