

## JOB DESCRIPTION

<b>Job Title:</b>	Library Experience Assistant
<b>Ref no:</b>	LIB903
<b>Campus:</b>	Hendon
<b>School/Service:</b>	Library and Student Support (LSS)
<b>Grade:</b>	Grade 4
<b>Starting Salary:</b>	£27,176 per annum inclusive of Outer London Weighting rising to £30,622 incrementally each year
<b>Hours:</b>	35.5 hours per week, actual daily hours by arrangement
<b>Period:</b>	Permanent
<b>Reporting to:</b>	Library Experience Manager / Deputy Library Experience Manager
<b>Reporting to Job Holder:</b>	Not applicable

### **Overall Purpose:**

- As part of the Library Experience Team, the post-holder will work within the Library to help deliver a high-quality service aligned to the Middlesex University 2031 strategy, one that is a student-focused customer experience within a safe and secure environment.
- The Library Experience team maintains a library environment that is conducive to study and learning and provides a friendly and approachable/ high quality service to students and visitors, creating a positive impression of the Library and Library & Student Support, including providing first level support to students, visitors, university staff and others, escalating / triaging enquiries as needed

### **Special Requirements:**

- To work regular weekends and evenings on a rota basis

### **Principal Duties:**

#### **Customer Services:**

- Work effectively with other LSS teams to ensure the highest standards of customer service for students, staff and visitors.
- Take ownership of supporting students on a particular floor of the library.
- Assist students and others with the location of learning resources, materials, rooms and sources of help, using library and other university systems, PCs, laptops and/or tablet devices
- To support student wellbeing; signposting and/or liaising with relevant departments as appropriate

### **Enquiry Handling:**

- To staff the live chat service as needed, responding & resolving student queries efficiently

and accurately

- Manage circulation and charge related queries and resolution of any E2S/Student Enquiry system enquiries assigned to the Library Experience team.
- To record all student enquiries received on university enquiry management systems.
- Process Society of College, National and University Libraries (SCONUL) applications.

### **Study Environment / Roaming:**

- Pro-actively manage student behaviour effectively, following agreed procedures at all times, referring to more senior staff as appropriate. Deal sensitively and assertively with conflict resolution.
- Assume responsibility for ensuring that the appropriate policies and standards are adhered to by all users of the library.
- Clear and tidy study spaces in the library as needed, including.

### **Library Resources:**

- Assist students with locating books, journals, e-resources and other materials. Deliver library tours & help deliver inductions and to students on the use of the library and associated services (e.g. Unihub, StudyHelp & IT).
- To shelve & tidy library resources as needed, able to carry light loads safely
- To explain the facilities provided by the range of self-service equipment and provide guidance to students and/or visitors in their use.

### **IT/Printing:**

- To carry out basic IT troubleshooting, including password/account, 2 Factor Authentication resets and resolution of basic IT equipment issues, reporting all others to relevant team/s as needed.
- Assist students with navigation of University services and software including MS Office and other industry standard applications
- Effective implementation of outage /backup procedures.
- To assist students with exploiting the full range of functionality of Multi-Functional Device printers

### **Health & Safety:**

- To be aware of your responsibilities under the Health & Safety at Work Act 1974
- To ensure Health and Safety requirements are monitored, reported and resolved or escalated as required, via the relevant systems
- Ensure that Health and Safety concerns are communicated to management

### **Other Duties:**

- To undertake any other duties and specific projects as may reasonably be required by the Library Experience Manager, their deputy or other LSS manager
- To collect and collate data to support the monitoring of Key Performance Indicators (KPIs) set by the LSS Executive.
- Attend and contribute to meetings, team briefings, projects as appropriate, in line with level of the post.
- To assist in major student events such as open days, induction, enrolment, and programme registration.
- Maintain, replenish and display agreed notices and publicity material, in line with Middlesex University guidelines.
- Liaise with colleagues internal and external to LSS to exchange ideas and develop best practice in service provision.

### **General**

- As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post-holder.
- The post-holder will actively follow Middlesex University policies including Equality & Diversity policies.
- The post-holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager.

## **PERSON SPECIFICATION**

### **Job Title: Library Experience Assistant**

**Your supporting statement on your application form will be assessed to see how you meet each of the following criteria**

### **SELECTION CRITERIA:**

#### **Education / Qualifications**

##### ***Essential:***

- Educated to GCSE/O-level or equivalent or have relevant library work experience

##### ***Desirable:***

- A customer service qualification
- To have an IT qualification e.g. Microsoft Office Specialist/ European Computer Driving Licence (ECDL) level

#### **Experience:**

##### ***Essential:***

- Experience of helping customers within a front-facing customer service role, ideally within a higher education setting/environment
- Experience of working effectively in a team

- Experience of working to set schedules, and the ability to prioritise own time and tasks
- Able to work regular weekends and evenings on a rota basis

**Desirable:**

- Experience of working in a higher education library or similar institution, resolving customer enquiries including basic library, Library Management System, academic and IT issues

**Knowledge:**

**Essential:**

- Demonstrate a commitment to continuing professional development
- An awareness and understanding of Middlesex University's values and vision

**Skills:**

**Essential:**

- Good levels of literacy and numeracy
- Excellent communication and interpersonal skills
- An adaptable approach to working in a complex, busy environment
- Ability to work on own initiative and to follow detailed procedures with minimal supervision
- Ability to be calm, resilient, firm and have the ability to work under pressure
- Demonstrable IT skills [including use of web-based resources and basic IT trouble shooting
- Able to maintain accurate records

**Equality Diversity and Inclusion**

**Essential:**

- Demonstrable commitment to fairness and the principles of equality and inclusion.

**Annual Leave:** 25 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

**Flexibility:** Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

**No Parking at Hendon campus:** There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus please ensure you can commute without a car.

Information on public transport to Hendon can be found here:  
<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

**We value diversity and strive to create a fairer, more equitable work environment for our staff and students.**

**We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.**

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

### **What Happens Next?**

**If you wish to apply for this post please return to the portal and click on Apply Online.**

If you wish to discuss the job in further detail please contact Ben Spencer, Library Experience Manager, by email on: [b.spencer@mdx.ac.uk](mailto:b.spencer@mdx.ac.uk)