

# ual:

Job description and person specification

# Library Digital Assistant

# Job description

<b>Job title</b>	Library AssistantLibrary Digital Assistant
<b>College/Service</b>	Education
<b>Department/Team</b>	Library Services
<b>Accountable to</b>	Senior Library Digital Advisor or Assistant Learning resources Manager – Digital as designated
<b>Contract</b>	Choose an item.
<b>Term</b>	XX hours per week, XX weeks per year
<b>Grade</b>	Grade 2
<b>Salary</b>	Choose an item.
<b>Location</b>	Choose an item. There is limited home working in this role
<b>HERA Reference</b>	001964

## Purpose of the role

To assist in the development and delivery of high-quality, customer-focused, library services at the University of the Arts London (UAL). To provide enquiry and learning support for students and customers. To promote and enable access to digital resources and equipment and services by taking part in front-line services and administrative duties.

## Key duties and responsibilities

### Customer service

1. Communicate with our users in person and online, providing a high-quality customer-focused service. Resolve or refer enquiries as needed.
2. Support customer services processes using the library management system and self-service equipment. This includes for borrowing, managing software and equipment
3. Assist with managing the environment and space, including keeping the space in good order and overseeing space bookings. You will do regular tidying, maintaining the space according to health and safety practice and guidelines.
4. Assist users in the use of library digital resources and provide basic troubleshooting. This includes maintenance of library digital equipment.

### Learning Support

5. Assist with the preparation and production of instructional guides. Prepare displays, signage and promotional material in a range of accessible formats.
6. Assist with the delivery of learning support for induction, digital literacy, use of software and hardware and other digital skills training.

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7. Assist with basic training and day-to-day support of library colleagues as required.

### **Equipment and technology**

8. Assist with the circulation of equipment as required.
9. Assist with care and promotion of LS equipment and assets, including the maintenance and updating of library services IT.
10. Support ordering processes by placing and receipting orders and referring invoices for payment

### **General**

11. Assist with the monitoring and evaluation of the space by collecting and recording management data
12. Use the library management system and reports to check inventory, stock levels.
13. Maintain Library Services policies and procedures.
14. Take part in in Library Services meetings, projects, groups and activities as required.

NB: Please be aware that this role involved manual handling and handling of electrical equipment. Training is provided.

### **Key working relationships**

- Library Services managers
- UAL colleagues (in particular estates and digital technology, college technical teams)
- Library users

### **General duties**

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal (PRA) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

## Person specification

## Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

### **Experience, knowledge and qualifications**

- Formal training or education to post-16 level, or equivalent
- Experience of working in a customer service environment

### **Communication skills**

- Interpersonal skills, including the ability to make people feel welcome and to listen and respond in a diplomatic and inclusive manner

### **Research, teaching and learning or Professional practice**

- Effectively delivers basic training or briefings to support understanding or learning
- Digital skills including understanding databases such as the library management system, confidence using IT hardware such as printers and software including Microsoft Office 365; a demonstrable interest in service delivery and customer service standards

### **Planning and managing resources**

- Demonstrate flexibility to plan, prioritise and organise work to achieve objectives on time

### **Teamwork**

- Ability to work collaboratively as part of a team, completing shared tasks, asking for & giving support as needed

### **Student experience or customer service**

- Strong customer focus with the ability to provide a responsive and professional service to meet diverse student and customer needs in an inclusive way.

### **Creativity, innovation and problem-solving**

- Uses initiative and creativity to resolve day-to-day-problems using a range of library systems and processes