

Library Service Advisor – Job Description

The Role

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| Job title: | Library Service Advisor |
| Department: | Library |
| Responsible to: | Digital Operations Manager |
| Location: | Royal Agricultural University, Cirencester |
| Job details: | Permanent; Part time, Saturday, term time only, 10 am to 5 pm with a 30-minute unpaid lunch break; plus one week day, full year, 9 am to 5 pm with a 60 minute unpaid lunch break. |
| Salary: | Grade 3: £5,743 - £6,386 pro rata (£18,529 to £20,600 full time equivalent) dependant on qualifications/experience |
| Main purpose of job: | To support the library team, providing an efficient, high quality service |
| Relationships with: | Students and staff, externals (e.g. suppliers, external members etc.) |

Key Responsibilities

1. To deliver the highest level of customer service to all users, and create a positive impression of the library and the RAU.
2. To take ownership of library enquiries and issues, and use judgement and initiative in determining the most effective resolution.
3. To work as part of a team on the Help Desk to explain the resources, services and facilities provided by the library, and provide training and support in their use.
4. To assume delegated responsibility for ensuring that the appropriate library policies and standards are upheld.
5. To assist / cover for other members of the library team as required.
6. To co-ordinate and actively participate in meetings and other team activities with a view to maintaining and developing the best possible quality of service.
7. To carry out a range of other duties broadly in line with the above to support the effective delivery of information services to users, and the functional operation of the library.

Principal Areas of Responsibility:

- 1.** To take sole responsibility for the library during extended opening hours, including maintaining security of stock and ensuring the well-being of library users.
- 2.** To welcome users and answer directional and procedural enquiries received in person, by phone or e-mail.
- 3.** To assist readers to use the online catalogue and to access resources, and provide initial assistance with printing, scanning and use of the self-service kiosks etc.
- 4.** To share in a wide variety of administrative tasks and duties including, but not limited to: stock-checking, shelving, tidying, book processing and minor repairs, box labelling etc.
- 5.** To help maintain the upkeep and good order of the library environment, including regular quiet patrol.
- 6.** To take periodic headcounts.
- 7.** To monitor and respond to student e-mails in the generic mailboxes, including the noise alert service.
- 8.** To ensure the library and its contents are left secure on closing up by following the correct locking-up procedures.
- 9.** To communicate effectively with daytime and evening library staff to ensure smooth handover.
- 10.** To liaise with duty security staff as appropriate.

These Principal Areas of Responsibility should be regarded as flexible rather than fixed, and are subject to change as RAU Library Services develop.

Other Responsibilities/Duties:

- 1.** Participate in team projects for the development of the service.
- 2.** Carry out peer training within the team.
- 3.** Maintain, replenish and display agreed notices, guides, displays and publicity materials.
- 4.** Undertake specific areas of responsibility as agreed with your line manager.
- 5.** Take responsibility for your own training notes, either print or digital, and ensure they are correct and up-to-date.
- 6.** Uphold the Library Team Charter and the values encapsulated therein.
- 7.** Undertake periodic Continuing Professional Development activities, both internal and external, to keep up-to-date with developments in the library and information domain with particular relevance to HE.
- 8.** Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons to comply with the relevant University policies and procedures, including those pertaining to lone working.

General Responsibilities

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Person Specification

| Requirements | Essential or Desirable | Measured By A) Application Form B) Interview C) Test / Exercise D) Presentation |
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| A good standard of general education | E | A |
| Excellent communication skills, able to communicate effectively at all levels | E | A, B |
| Good level of IT Skills - MS Office, use of search engines | E | A, B |
| Excellent time-management skills and punctuality | E | A, B |
| Ability to use own initiative to prioritise and complete work tasks, with minimum supervision | E | A, B |
| Ability to carry out administrative / clerical routines accurately and efficiently | E | A, B |

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| Flexibility and a willingness to undertake a wide range of library routines | E | A, B |
| Prior experience of library work, or of a customer-oriented or help desk environment | D | A |
| Online searching skills | D | A, B |

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- **Closing date:** 17th July 2022 with **Interviews on:** 27th July 2022.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level