

## Evening Library Service Advisor (term-time only) – Job Description

### The Role

<b>Job title:</b>	Evening Library Service Advisor
<b>Department:</b>	Digital Innovation
<b>Responsible to:</b>	Digital Operations Manager
<b>Location:</b>	Royal Agricultural University, Cirencester
<b>Salary:</b>	Grade 3: pro-rated salary of £2,341 - £2,616 per year, dependant on experience (equivalent to a full-time salary of £18,009 - £20,130 per annum)
<b>Hours:</b>	Part time, 8 hours per week (Mon-Thu 8pm to 10pm), term time only
<b>Job details:</b>	This is a term-time only role; you will be expected to work these hours during the 30 weeks of term time
<b>Relationships with:</b>	Students and staff, externals (e.g. suppliers, external members etc.)
<b>Main purpose of job:</b>	To support the library team, providing an efficient, high quality service during extended opening hours

### Key Responsibilities

- To deliver the highest level of customer service to all users, and create a positive impression of the library and the RAU.
- To take ownership of library enquiries and issues, and use judgement and initiative in determining the most effective resolution.
- 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.
- To assume delegated responsibility for ensuring that the appropriate library policies and standards are upheld.
- To assist / cover for other members of the library team as required.
- To co-ordinate and actively participate in meetings and other team activities on an agreed basis with a view to maintaining and developing the best possible quality of service.
- 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

- To take sole responsibility for the library during extended opening hours, including maintaining security of stock and ensuring the well-being of library users.
- To welcome users and answer directional and procedural enquiries received in person, by phone or e-mail.
- 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.
- 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.
- To help maintain the upkeep and good order of the library environment, including regular quiet patrol.
- To take periodic headcounts.
- To monitor and respond to student e-mails in the generic mailboxes, including the noise alert service.
- To ensure the library and its contents are left secure on closing up by following the correct locking-up procedures.
- To communicate effectively with daytime and evening library staff to ensure smooth handover.
- 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

- Participate in team projects for the development of the service.  
Carry out peer training within the team.
- Maintain, replenish and display agreed notices, guides, displays and publicity materials.  
Undertake specific areas of responsibility as agreed with your line manager.
- Take responsibility for your own training notes, either print or digital, and ensure they are correct and up-to-date.
- Uphold the Library Team Charter and the values encapsulated therein.
- 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.
- 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.

## Person Specification

<b>Requirements</b>	<b>Essential or Desirable</b>	<b>Measured By</b> A) Application Form B) Interview C) Test / Exercise D) Presentation
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 and time keeping	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
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

### 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.

## Application Procedure

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

- University [Professional Services Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website [www.rau.ac.uk](http://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](mailto:jobs@rau.ac.uk) stating where you saw the advert for the role
- Informal enquiries can be directed by email to Susan Baker, Digital Operations Manager, at [susan.baker@rau.ac.uk](mailto:susan.baker@rau.ac.uk)
- **Closing date:** 2<sup>nd</sup> August 2021 with **Interviews on:** 11<sup>th</sup> August 2021.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

## General Data Protection Regulations: Applicant Privacy Notice

The Royal Agricultural University collects and processes your personal data so that it can meet its statutory and legal obligations, and when it has a legitimate interest in processing personal data before, during and after the end of the employment relationship.

The data which forms part of your job application (for example, application form, CV, references, Equal Opportunities Monitoring Form, shortlisting and interview records) will be stored in a range of different places, which will include the University's HR and recruitment management systems (electronic and paper based), and in IT systems (including the University's email system). Your information may be shared internally with the HR Department and with employees who are involved in the recruitment and selection process, but only if access to your data is absolutely necessary for the performance of those roles.

The University may share your data with third parties in certain circumstances. Personal data that the University uses for the purposes of equal opportunities monitoring and reporting is anonymised or is collected with the express consent of applicants, which can be withdrawn at any time. Applicants are entirely free to decide whether to provide such data and there are no consequences of failing to do so.

The University takes the security of your data seriously and has internal controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by the above employees in the performance of their duties. If your application is unsuccessful, your applicant data will be destroyed 6 months following the advertised closing date of the post you have applied for. If your application is successful, your applicant data will be retained during your employment and for 6 years following your leaving date. You can access and obtain a copy of your data on request and you can ask the University to change incorrect or incomplete data.

In certain circumstances you can ask the University to stop processing your data, or you can object to the processing of your data. If you believe that the University has not complied with your data protection rights, you can complain to the Information Commissioner. Further information about your rights in accordance with Data Protection and the GDPR Regulations can be obtained from the University Data Protection Officer. A detailed Employee Privacy Notice is available to view [here](#).

