

Candidate Brief  
**Library Attendant vacancies**

**Reference:** R190261

**Salary:** £17,079 - £19,202 per annum (pro – rata) [grade 04]

**Post 1:** All the year round. Two-week rota, working an average of 20.85 hours per week. Hours are weekday evenings plus alternate Saturdays and Sundays in the daytime.

**Post 2:** 34 weeks of the year between September and June. Two-week rota, working an average of 20.65 hours per week, weekday evenings only.

**Closing Date:** 23.59 hours BST on Thursday 25 July 2019

**Interview Date:** To be confirmed

EXCELLENT  
DIFFERENT  
DISTINCTIVE  
**ASTON**



## **Job description**

### **Job Purpose:**

To staff the Library's Reception Desk, greeting people on arrival at the Library and ensuring that they have the right documentation for access

To take a lead role in the security and safety of the Library, its customers and contents, when the Library is open during unserviced hours, maintaining vigilance at all times. At weekends to open the Library and to ensure that, it is locked and secure at the end of the day.

To deal with straightforward enquiries about services and to tell customers about other ways they can get help. To patrol the Library, noting any defects with the building, equipment or furniture, and ensuring that the Library Regulations are being observed by users. To seek prompt assistance from the University security staff if required.

### **Main Duties/Responsibilities:**

- ▶ To work as part of a team to ensure the security and safety of the Library, its customers and contents when the Library is open during unserviced hours including responsibility for fire safety(i.e. evenings, weekends and May Bank Holidays, when the Library provides study facilities only), maintaining vigilance at all times.
- ▶ To greet visitors in a friendly manner, and when necessary provide assistance with the Library's main entry/exit and controlled access system
- ▶ When breaches of security occur, to seek prompt assistance from University Security if you are unable to contain the situation.
- ▶ To open the Library at weekends, checking that all machines are functioning properly at the start of the day.
- ▶ To lock the Library securely at closing time, clearing customers from the building, with close attention to detail so that no-one is left behind
- ▶ To carry out regular patrols in all areas of the Library to support customers and prevent improper and disorderly conduct or other breaches of the Library Regulations.
- ▶ To answer straightforward queries from customers, advising them of which services are available, and when and where they can seek further assistance from staff.
- ▶ To provide assistance with self-service machines and Lapsafe laptop machines, and to receive returned laptops if machine is not working, noting the date and time returned
- ▶ To deal with alarms if unissued material is being removed from Library, returning the customer to self-service machine/Lapsafe and noting the occurrence. This process might on occasion necessitate looking into bags etc. if the cause of the alarm is not identified by the customer
- ▶ To deal with lost property according to LS procedures.
- ▶ To empty the book return box and collect up library materials (books and journals) and sort them into order for re-shelving;
- ▶ To keep accurate records so that matters are communicated in accordance with LS procedures.
- ▶ To have a thorough knowledge of Library evacuation procedures and to assist University Security staff in the event of an emergency.
- ▶ To carry out a thorough handover with the teams working before and after your shift
- ▶ To become familiar with all items in the Evening Attendants' file, and to use this as a point of reference
- ▶ To support team members and particularly new staff, in undertaking and learning the routines and procedures required by the role.
- ▶ To be available to cover sickness, leave or other unplanned absences by other staff on this grade, to include possible daytime work.
- ▶ Involvement in activities such as university Open Days and/or changes in the range of regular duties may be required by the Director of Customer Services & Liaison.

## **Working Relationships**

- ▶ This post is part of a team of library attendants. Evening/Weekend Attendants are on duty during unserved opening hours, sharing the duties and responsibilities as outlined, on a shift rota basis. The postholder reports to the Public Services Coordinator (Customer Experience), who is responsible to the Director (Customer Service & Liaison).

## **Additional responsibilities**

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

## Person specification

	Essential	Method of assessment
<b>Education and qualifications</b>	Education to GCSE level or equivalent in English and Maths	Application form
<b>Experience</b>	<p>Experience of working in a diverse and busy customer focussed environment</p> <p>Experience of handling standard customer queries and providing information and guidance to customers</p>	Application form, interview
<b>Aptitude and skills</b>	<p>Ability to interpret and follow set guidelines and procedures</p> <p>Good level of IT skills to use email and provide website/ internet guidance to library users</p> <p>Able to work as part of a small team to complete routine tasks within a given time scale</p> <p>Basic numeracy and literacy skills to complete routine library processes e.g. forms, report templates, head counts</p> <p>Excellent level of verbal communication skills to clearly explain procedures and provide information to library users</p> <p>Ability to assess and handle difficult situations in a calm and confident manner</p> <p>Ability to empathise with students, particularly at stressful times of the year</p> <p>Reliable and trustworthy attitude to undertake key holder responsibility</p>	Application form, Interview
<b>Other</b>	<p>Able to work from 16:40 – 21:00 on weekday, on a rota basis, and have access to transport home at that time.</p> <p>Able to undertake moderately physical work (e.g. moving furniture, lifting boxes of paper, pushing trolleys laden with books)</p> <p>Flexibility to cover other Evening/Weekend Attendants' rota duties in instances of sick leave, etc.</p>	Application form, Interview

	Desirable	Method of assessment
<b>Education and qualifications</b>	Qualification / recognised training in customer care	Application form
<b>Experience</b>	<p>Experience of working with Higher Education (HE) / Further Education (FE) students in a Library environment</p> <p>Experience of being a student in Further Education/Higher Education Sector</p>	Application form, interview

## How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>. Applications should be submitted by 23.59pm on the advertised closing date. All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted. If you require a manual application form then please contact the Recruitment Team via [recruitment@aston.ac.uk](mailto:recruitment@aston.ac.uk).

## Contact Information

### Enquiries about the vacancy:

Name: Anne Perkins

Job Title: Public Services Co-ordinator (Customer Services)

Tel: 0121 204 4525

Email: [A.V.Perkins@aston.ac.uk](mailto:A.V.Perkins@aston.ac.uk)

### Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [recruitment@aston.ac.uk](mailto:recruitment@aston.ac.uk) or 0121 204 4500.

## Additional Information

Visit our website <https://www2.aston.ac.uk/staff/hr> for full details of our salary scales and benefits Aston University staff enjoy

**Salary Scales:** <https://www2.aston.ac.uk/staff-public/hr/payroll-pensions-and-benefits/salary-scales>

**Benefits:** <https://www2.aston.ac.uk/staff-public/hr/payroll-pensions-and-benefits>

**Working in Birmingham:** <https://www2.aston.ac.uk/birmingham>

**Employment of Ex-Offenders:** Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

**Eligibility to work in the UK:** Candidates who are not citizens of the United Kingdom, or another EEA member country, should check their eligibility to enter or remain the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements, including meeting the English language standards. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful

**Equal Opportunities:** Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.



An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

**Data Protection Act 1998:** Your personal data will be processed in compliance with the DPA and from 25 May 2018 with the GDPR. The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff/hr>



