



OPPORTUNITY

Library Assistant (3 Posts)

Reference: R220610

Salary: Grade 4, £19,578 to £21,197, per annum.

Contract Type: Continuing

Basis: Part Time

1 x 14 hours

1x 20.5 Hours.

1x 21.75 Hours.

Job description

Job Purpose:

To work as part of a multi-skilled team to provide high quality library enquiry and user support services. This will include:

- ▶ Providing first line support to library users across a range of services, resources, and library facilities
- ▶ Contributing to and maintaining a welcoming, accessible, and supportive learning environment for all library users
- ▶ Supporting and contributing to library service development through a range of activities and projects

Main duties and responsibilities

- ▶ Respond to a range of routine enquiries received in person, online and by phone, acting as first point of contact and referring more complex enquiries to library colleagues or other service areas as appropriate
- ▶ To support users to find information providing initial advice in relation to available information resources referring to library colleagues as appropriate
- ▶ Provide assistance with access to the library building for students, staff, and visitors
- ▶ Support users with the use of library and IT equipment including the self-service machines for borrowing/returning, printers, photocopiers, and scanners
- ▶ Support the Library's induction programme and welcome activities, assisting with sessions, tours and demonstrations, and participating in promotional events an Open Days
- ▶ Maintain current awareness of library policies, including rules and regulations regarding access, membership and borrowing and applying these as necessary
- ▶ Carry out procedures associated with the circulation of library materials, e.g. reservations, shelving and tidying, postal loans, missing items etc.
- ▶ Support resources workflows as required such as scanning and digitisation, processing non-shelf ready items, weeding of library materials
- ▶ Assist with manual handling of equipment and library materials
- ▶ Maintain a safe and welcoming library environment by ensuring study areas are tidy, carrying out general checks on furniture and equipment reporting any maintenance issues as appropriate
- ▶ Ensure a positive learning environment is maintained through supporting users in study areas, addressing and reporting behavior concerns as appropriate
- ▶ Assist with routines relating to library security (e.g., opening and closing, fire evacuation and safety)
- ▶ Participate in library wide groups and service improvement projects as required
- ▶ Provide feedback about user enquiries, comments and suggestions to support the evaluation of the enquiry service

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.

Other requirements:

- ▶ Ability and willingness to work during evenings and at weekends as necessary
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Person specification

	Essential	Method of assessment
Education and qualifications	Educated to GCSE standard, or equivalent, with three or more passes (including a pass in English Language)	Application form
Experience	Experience of working in a customer service setting Experience of working as part of team	Application form and interview
Aptitude and skills	Excellent customer service skills Excellent verbal and written communication skills Excellent interpersonal skills, able to deal with a variety of people in a professional manner Able to work accurately and methodically with an attention to detail Ability to work calmly under pressure Enthusiastic and positive attitude Able to work well as part of team and Independently Flexible user-centred approach Able to undertake moderately physical work e.g. manual handling of library equipment, library materials and shelving Well-developed IT skills and familiarity with office applications,	Application form and interview

	Essential	Method of assessment
	<p>and the ability to learn new local systems as required</p> <p>Willingness to develop own skills and support others in learning new skills</p>	
Other	Commitment to Customer Service Excellence	Application form and interview

	Desirable	Method of assessment
Education and qualifications	<p>Experience of working in a library, information or educational environment</p> <p>Experience of supporting learners from a variety of backgrounds</p>	Application form
Experience	<p>Ability to use databases or information Systems</p> <p>Understanding of the Higher Education environment</p>	Application form and interview

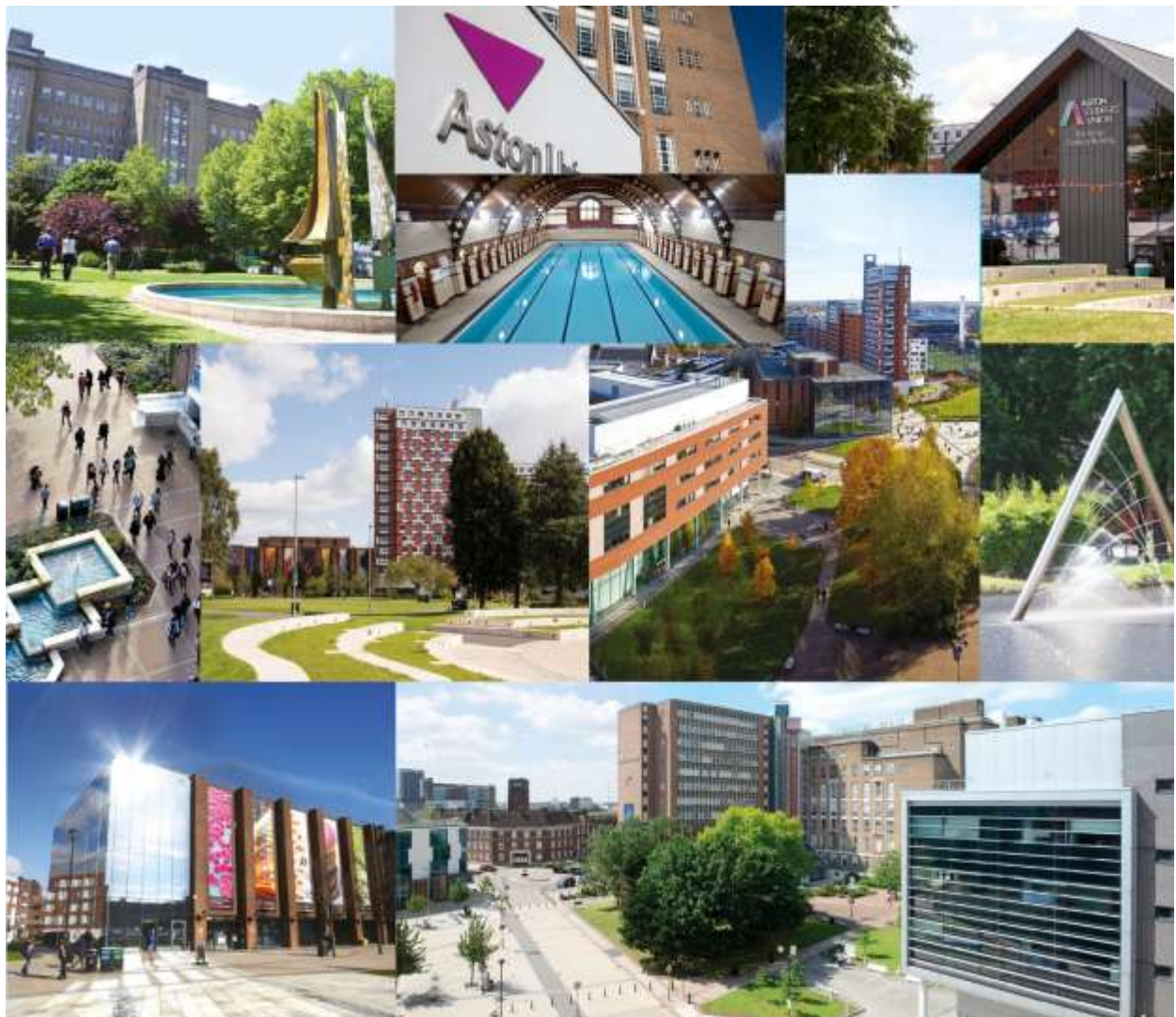
How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59 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 jobs@aston.ac.uk.



Contact information

Enquiries about the vacancy:

Name: Deborah Munro

Job Title: User Services Manager • Library Services

Email: d.munro@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via jobs@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/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-and-pensions/salary-scales/index>

Benefits: <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

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:

Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage

<https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in 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. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:

Skilled Worker Visa <https://www.gov.uk/skilled-worker-visa>

Global Talent Visa

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.
<https://www.gov.uk/global-talent>

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: Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("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-public/hr/policies>

Aston University
Birmingham
B4 7ET, UK.
+44 (0)121 204 3000
aston.ac.uk



**Where change
gets real.**