

OPPORTUNITY

Where change
gets real.



Reference: 0586-24

Grade: C

Salary: £24,194 to £24,600, per annum, depending on experience

Contact Type: Fixed Term

Basis: Full Time

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:

1. Providing first line support to library users across a range of services, resources, and library facilities
2. Contributing to and maintaining a welcoming, accessible, and supportive learning environment for all library users
3. 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 and 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 behaviour 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.
- ▶ Participate in regular training and contribute ideas in team meetings.
- ▶ To undertake any other tasks as may be designated by the Director of Library Services or relevant line manager.
- ▶ Ability and willingness to work during evenings and at weekends as necessary.

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
Education and qualifications	<ul style="list-style-type: none"> Educated to GCSE standard, or equivalent, with three or more passes (including a pass in English Language). 	Application form.
Experience	<ul style="list-style-type: none"> Experience of working in a customer service setting. Experience of working as part of team. 	Application form, interview and test.
Aptitude and skills	<ul style="list-style-type: none"> 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, and the ability to learn new local systems as required. Willingness to develop own skills and support others in learning new skills. 	Application form and interview.

	Essential	Method of assessment
Other	<ul style="list-style-type: none"> Commitment to Customer Service Excellence. 	Application form, interview and test.

	Desirable	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> Experience of working in a library, information or educational environment. Experience of supporting learners from a variety of backgrounds 	Application form and interview.
Experience	<ul style="list-style-type: none"> Ability to use databases or information systems. Understanding of the Higher Education environment. 	Application form and interview.

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours

				
Innovation	Collaboration	Ambition	Inclusion	Integrity
We strive for excellence within ourselves and others, providing solutions to new and existing challenges.	We work best when we are collaborative, working together to contribute to the Aston community.	We strive together for improvement and innovation looking ahead to see the bigger picture.	We treat everyone in our community equally and how they would like to be treated.	We are open, honest and fair. We take ownership of the way we work and how we treat each other.

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.

Contact information

Enquiries about the vacancy:

Name: Deborah Munro

Job Title: Library Deputy Director

Email: d.munro@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@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: [Benefits and Rewards | Aston University](#)

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: You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/tier-2-general>

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

You can find further information about each of these visa routes on our candidate immigration page.

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

Academic Technology Approval Scheme (ATAS):

If you will conduct research in your role and you apply for a Skilled Worker or Temporary

Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our candidate immigration page.

Before you start and Right to Work

90-day entry vignette

If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The Midland Landlord Accreditation Scheme provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as Rightmove or Zoopla.

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>

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