

<b><u>Job Description and Person Specification for:</u></b> Library Services Adviser	
<b><u>Department:</u></b> Library & Learning Resources	<b><u>Reports to:</u></b> Subject Librarian & Library Services Manager
<b><u>Salary (Band/Annual/Pro rata):</u></b> Band B	<b><u>Responsible for:</u></b> Contributing to the effective delivery of Library Services and providing vital administrative support to the Library Team.
<b><u>Hours per week/FTE:</u></b> 0.8 FTE	<b><u>Working Pattern:</u></b> Core hours based around Monday-Friday, 09:00-17:00. Some 8:00am starts in term-time, hours TBC with successful candidate.
<p><b><u>Job Purpose/Summary:</u></b></p> <p>The Library Services Adviser fulfils a vital support role within the Library Team. The purpose of the post is to contribute to the effective delivery of Library Services by providing advice and support to students and staff through enquiry services and the library front-desk, as well as administrative support in the purchasing, cataloguing and processing of library resources, updating of published information and other essential clerical and service-related duties.</p> <p>The post-holder will work with the Library Team to support the provision of an effective, innovative, customer-focused Library Service. The post-holder will provide basic customer service training and support to a small pool of Student Library Assistants.</p>	
<p><b><u>Main Responsibilities/Key Tasks:</u></b></p> <p>Working under the supervision of the Library Services Manager and the Subject Librarian, the post holder will:</p> <p><b>Provide effective, efficient and accurate front-of-house services to students and staff. To include:</b></p> <ul style="list-style-type: none"> <li>a. working as part of a team to provide advice, guidance and support across University Library Services, offering desk-based, roaming, and remote support to library users</li> <li>b. preparing the service desk and taking scheduled shifts, answering enquiries, online, in-person or by telephone, and signposting to other Teams and support as required</li> <li>c providing advice on the basic use of University systems and equipment such as self-service equipment (kiosks, printers, photocopiers etc.) and initial troubleshooting of issues.</li> <li>d. processing requests for digitised content in line with copyright legislations</li> <li>e. running service reports, e.g. overdues, reservations etc. to manage the circulation of stock</li> <li>f. assist with stock maintenance and presentation, including shelf arrangement, mounting displays and promotional activities</li> <li>g. provide support as required to the Library Service, including both front office and back office functions as allocated, including ensuring the front desk rota is up-to-date</li> <li>h. contribute to the smooth running of the library spaces by identifying and reporting equipment faults and monitoring the library environment to resolve or report any health and safety issues</li> </ul>	

i. administrative and basic maintenance tasks relating to the Library Management System, (Heritage Online) under the guidance of the Subject Librarian.

j. provide basic customer service training and support to a small pool of Student Library Assistants

**Other**

- In addition to implementing the rules and regulations of the library, as member of staff on duty, the post-holder is responsible for the safety and wellbeing of all library users during shifts, also for the security of equipment, money and the building and ensuring that closing down/locking up procedures are carried out correctly.

**Additional Duties**

- To demonstrate support for the University's commitment to equal opportunities and its Equality, Diversity, Inclusion and Belonging Policy.
- To demonstrate support for the University's Health and Safety Policy ensuring that it is adhered to in the post holder's areas of responsibility.
- To undertake other activities identified from time to time commensurate with the level of the post.
- To work in line with our values

<b><u>Requirement:</u></b>	<b><u>Essential:</u></b>	<b><u>Desirable:</u></b>
<b>Education, Training and Qualifications</b>	Good all-round level of education to include Maths and English to GCSE (Grade A–C) or equivalent	
<b>Skills and Knowledge</b>	Good all-round IT skills  Able to contribute to team efficiency through sharing information and constructively supporting others  Ability to work as part of a team, sharing good practice and making well-judged recommendations for process improvements as appropriate	
<b>Experience</b>	Experience of problem solving using initiative and working within established processes  Experience of and commitment to accurately completing administrative and clerical tasks	Experience of working in a customer focused environment
<b>Personal Attributes</b>	Friendly and approachable  Confident to act independently and proactively  The ability to work in a positive manner, independently and also as part of a team  Positive, personable.	

Other Requirements	Work in line with HSU Values.	
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**NB:** *The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.*

Health Sciences University is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.

**November 2024**