JOB DESCRIPTION

Job Title: Information Assistant (Customer Services)

Department / Unit: Library

Job type: Professional Services

Grade: RHUL 4

Accountable to: Library Customer Care Co-ordinators

Purpose of the Post

The Customer Services Team is responsible for delivering all front line services within the library, supporting and ensuring that library users have access to stock and key resources which allow them to complete their studies. As a key part of the professional services within the University, it is expected that staff within this team will develop a breadth of knowledge across all professional services and demonstrate a commitment to our vision and service standards. The Library Customer Services team is dedicated to providing outstanding customer service, and staff in this role are key to the success of this service. Supporting and developing accessibility for all is key to our role.

The Customer Service Information Assistant role is responsible for the key tasks outlined below:

Key Tasks

1. Responding to all enquiries and requests for information, made in-person, by phone, or by e-mail from all users of the library.
2. Logging and tracking queries using an Enquiry Management System, and where appropriate liaising with colleagues from across the college and external agencies to ensure that the query is resolved appropriately and in a timely manner.
3. Responsible for cash handling, including daily reconciliation and weekly banking.
4. Assisting customers using the Self Service Equipment, including maintaining and troubleshooting any issues.
5. Attendance at, and assisting in meeting, presentations, and workshops both internally and externally to support professional development.
6. Maintaining library users membership and accounts by creating accounts, and processing both internal and external membership applications.
7. Assisting in the development of manuals procedures and service improvements.
8. Contributing to the updating and creation of resources, e.g. website, leaflets, fliers, and social media.
9. Oversee key customer services tasks throughout the year.
10. Supervision, coaching, and training of grade 2 staff.
11. Participating in recruitment processes, including supervision of recruitment processes.
12. Collecting and inputting statistical data and providing reports when required.
13. Responsible for ensuring shelving and stock management activities take place according to agreed service standards.
14. Contributions to library wide projects as required.
15. Participation in roving activities when required, to support library users, and ensure the space remains conducive to study.
16. Liaising with professional and academic staff and external suppliers as required by the needs of the service.
17. Supervision of stock management tasks and responsibility of ensuring that Stock Management is completed to agreed standards.

**Other Duties**

The Library is a developing function and is expected to evolve in the coming months and years.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the college. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work outside of core hours, e.g. weekend and evening work dependent on the needs of the service.