



JOB DESCRIPTION

Job Title:	Information Assistant (Customer Services)
Department / Unit:	Library, Learning Support and Culture: Cultural Services
Job type	Full-Time, Permanent, Professional Services
Grade:	RHUL 4
Accountable to:	User Experience Coordinator
Purpose of the Post	
<p>The Library Customer Services team provides outstanding customer service to library users, and staff in this role are key to its success. This role is key to providing an excellent customer experience to our diverse community of Library users, both in person and online.</p> <p>Delivering both digital and in person services within the library, the post holder will be part of an agile and flexible team, delivering accessible services that supports users to achieve their full potential.</p> <p>As a key part of the professional services within the University, it is expected that the post-holder will develop a breadth of knowledge across all professional services and demonstrate a commitment to our strategy.</p> <p>The Customer Service Information Assistant role is responsible for the key tasks outlined below:</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. Delivery of a user-focused Helpdesk service both in-person and online through our Livechat service and Enquiry Management System. 2. Respond to enquiries as they arise and, where appropriate, liaise with colleagues from across the University and external agencies to ensure timely resolution. 3. Supporting library users to access the library space and resources, troubleshooting any issues. 4. Report issues with equipment and furniture in the library space with an awareness of health and safety. 5. Attendance at, and assisting in meetings, presentations, and workshops both internally and externally to support professional development. 6. Maintaining 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 service marketing, guidance, and notices to users. 9. Assist with the planning and delivery of content on relevant digital services including social media, websites, and other media channels. 	

10. Participating in recruitment processes, including supervision of recruitment assessments.
11. Collecting and inputting statistical data and providing reports when required.
12. Contributing to library wide projects as required.
13. Participating in and supervision of stock management tasks to ensure that stock management is completed to agreed standards.
14. Assist in the maintenance of internal and external web pages.
15. Participation in a minimum of one library working group.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. 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 at any of the locations at which the business of Royal Holloway is conducted.

There may be rare occasions when you could be asked to work your hours, outside of the advertised hours for the post, e.g., weekend, evening, alternate weekdays. This would be by prior agreement, dependant on the needs of the service.

Internal and external relationships

The following list is not exhaustive. The post holder may be required to liaise with:

Student Services, Marketing and Comms, Wellbeing, IT Services, SCONUL and relevant suppliers.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge, and abilities that are needed to fulfil this role are set out below.

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Department: Library, Learning Support and Culture: Cultural Services

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to A- Level or equivalent	X		Application
Skills and Abilities			
Excellent written and verbal communication skills	X		Interview
Ability to plan and prioritise work under your control	X		Application Form
The ability to support and relate to students and staff at all levels in a professional and confident manner	X		Interview
Readiness and ability to work on own initiative and act pro-actively	X		Application Form
Demonstrate clear thinking and consistent decision making within own area of responsibility without unnecessary escalation		X	Interview
Experience			
Working in a Customer Service environment	X		Application Form
Working as part of a team	X		Application Form/Interview
Working in a computer-based environment including social media usage in a professional environment	X		Application Form/Interview
Working in a library/higher education environment		X	Application Form
Administrative experience including MS Excel	X		Application Form
Other requirements			
Commitment to participate in personal development	X		Application Form /Interview
Flexibility to cover additional hours if required		X	Interview

