



JOB DESCRIPTION

Job Title:	Library Assistant
Department / Unit:	Library
Job type:	Professional Services, Casual
Grade:	RHUL 2
Accountable to:	User Experience Coordinator (Extended Hours)
Accountable for:	N/A
Purpose of the Post	
The post holder will assist in the delivery of a stock management and a digital enquiry service to the highest customer service standard.	
Key Tasks	
Duties and responsibilities: 1. Participating in the work of the Customer Service team. This includes the use of the Library Management System, Enquiry Management System, Self Service equipment and Live Chat service. 2. Ability to answer a variety of user enquiries (online and in person) and provide information to the customer according to Library standards. 3. Carry out a wide range of routine tasks to support customer services and stock management activities. This includes shelving, shelf tidying, shelf discipline, stock relocation and floor walking to required service standards. 4. Daily routine processing of materials, including returned materials, exceptions and pick lists. 5. Assisting users in using the Self-Service kiosks, Laptop cabinets and Multi-Functional Devices (photocopiers and printers). This includes equipment troubleshooting, refilling consumables and escalating queries to the supervisor appropriately. 6. Work flexibly as part of a team and support other team members to achieve team goals. 7. Be able to advise on library services and signpost to other departments as appropriate. 8. Assist with project work, including stock weeds and stock moves.	

Facilities Management 1. Participation in the maintenance of the Library environment including regular tidying, relocation of chairs and informing supervisor of building and equipment issues.
Service wide responsibilities 1. Assisting with development and project work, as appropriate. 2. Willingness to offer cover during staff absences where possible. 3. Such other duties as the Head of Customer Services may reasonably require.
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 their manager. The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.
Our Values Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

PERSON SPECIFICATION

Job Title: Library Assistant

Department: Library

	Essential	Desirable	Tested by Application Form/ Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to A- Level or equivalent	X		Application Form
Skills and Abilities			
Excellent communication and interpersonal skills.	X		Interview
Ability to relate to students and staff at all levels in a professional and confident manner	X		Interview
Punctuality, reliability and attention to detail	X		Application Form/Interview
Readiness and ability to work on own initiative and act pro-actively	X		Application Form/Interview
Experience			
Excellent Customer Service skills with experience of responding to enquiries and requests from a diverse range of users.	X		Application Form /Interview
Ability to work collaboratively as part of a team to achieve joint goals.	X		Application Form /Interview
Experience of working in a library		X	Application Form
Other requirements			
A commitment to participate in personal professional development		X	Interview
Ability to work agreed weekend and evening hours	X		Application form/Interview