

JOB DESCRIPTION

Job Title: Library Experience Assistant
Ref no: DLS21
Campus: Hendon
Service: Digital and Library Service
Grade: Grade 4
Starting Salary: £28,840 per annum rising to £32,335 incrementally each year inclusive of Outer London Weighting per annum (pro rata for part-time staff)
Hours: 35.5 hours per week. Actual daily hours by arrangement
Period: Permanent
Reporting to: Library Experience Team Leader

Reporting to Job Holder: Not applicable

Overall Purpose:

As part of the Library Experience Team, the post-holder will work within the Library to help deliver a high-quality service aligned to the Middlesex University 2031 strategy, one that is a student-focused customer experience within a safe and secure environment.

The Library Experience team maintains a library environment that is conducive to study and learning and provides a friendly and approachable/ high quality service to students and visitors, creating a positive impression of the Library and Digital and Library Service, including providing first level support to students, visitors, university staff and others, escalating / triaging enquiries as needed

Principal Duties:

Customer Services:

- Work effectively with other Digital and Library Service teams to ensure the highest standards of customer service for students, staff and visitors.
- Take ownership of supporting students on a particular floor of the library.
- Assist students and others with the location of learning resources, materials, rooms and sources of help, using library and other university systems, PCs, laptops and/or tablet devices
- To support student wellbeing; signposting and/or liaising with relevant departments as appropriate

Enquiry Handling:

- To staff the live chat service as needed, responding & resolving student queries efficiently and accurately
- Manage circulation and charge related queries and resolution of any Engage to Serve (E2S) Student Enquiry system enquiries assigned to the Library Experience team.

- To record all student enquiries received on university enquiry management systems.
- Process Society of College, National and University Libraries (SCONUL) Applications / memberships.
- Study Environment / roaming: Proactively manage student behaviour effectively, following agreed procedures at all times, referring to more senior staff as appropriate. Deal sensitively and assertively with conflict resolution.
- Assume responsibility for ensuring that the appropriate policies and standards are adhered to by all users of the library.
- Clear and tidy study spaces in the library as needed, including.

Library Resources:

- Assist students with locating books, journals, e-resources and other materials. Deliver library tours & help deliver inductions and to students on the use of the library and associated services (e.g. Unihub, StudyHelp, IT).
- To shelve & tidy library resources as needed, able to carry light loads safely
- To explain the facilities provided by the range of self-service equipment and provide guidance to students and/or visitors in their use.

IT / Printing:

- To carry out basic IT troubleshooting, including password/account, 2 Factor Authentication resets and resolution of basic IT equipment issues, reporting all others to relevant team/s as needed.
- Assist students with navigation of University services and software including MS Office and other industry standard applications
- Effective implementation of outage /backup procedures.
- To assist students with exploiting the full range of functionality of Multi-Functional Device printers

Health & Safety:

- To be aware of your responsibilities under the Health & Safety at Work Act 1974
- To ensure Health and Safety requirements are monitored, reported and resolved or escalated as required, via the relevant systems
- Ensure that Health and Safety concerns are communicated to management

Other Duties:

- To undertake any other duties and specific projects as may reasonably be required by the Library Experience Manager, their deputy or other Digital and Library Service manager
- To collect and collate data to support the monitoring of Key Performance Indicators (KPIs) set by the Digital and Library Service Executive.
- Attend and contribute to meetings, team briefings, projects as appropriate, in line with level of the post.
- To assist in major student events such as open days, induction, enrolment, and programme registration.
- Maintain, replenish and display agreed notices and publicity material, in line with Middlesex University guidelines.
- Liaise with colleagues internal and external to Digital and Library Service to exchange ideas and develop best practice in service provision.
- As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post-holder.
- The post-holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager.
- The post-holder will actively follow Middlesex University policies including Equality & Diversity policies.

PERSON SPECIFICATION

Job Title: Library Experience Assistant

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria

SELECTION CRITERIA:

Education / Qualifications

Essential:

- Educated to GCSE/O level or an equivalent qualification or substantial relevant library work experience

Desirable:

- A customer service qualification
- An Information Technology (IT) qualification e.g. Microsoft Office Specialist/ European Computer Driving Licence (ECDL) level

Experience:

Essential:

- Experience of helping customers within a front-facing customer service role, ideally within a higher education setting/environment
- Experience in working effectively in a team
- Experience of working to set schedules, and the ability to prioritise own time and tasks
- To work regular weekends and evenings on a rota basis

Desirable:

- To have experience of working in a higher education library or similar institution, resolving customer enquiries including basic library, Library Management System, academic and IT issues

Knowledge:

Essential:

- Demonstrate a commitment to continuing professional development
- An awareness and understanding of Middlesex University's values and vision

Skills:

Essential:

- Excellent communication and interpersonal skills
- An adaptable approach to working in a complex, busy environment
- Ability to work on own initiative and to follow detailed procedures with minimal supervision

- Able to be calm, resilient, firm and have the ability to work under pressure
- Demonstrable IT skills including use of web-based resources and basic IT trouble shooting
- Able to maintain accurate records

Equality Diversity and Inclusion

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion.

Special requirements:

Able to work regular weekends and evenings on a rota basis

Terms and Conditions

Diversity

We value diversity and strive to create a fairer, more equitable work environment for our staff and students. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

Flexibility

Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

MU Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff. All University professional services staff job descriptions, policies and procedures and the University Professional Services Staff Handbook will apply to both Middlesex University staff and MU Services Limited staff during their employment, unless where expressly stated otherwise. Staff will remain with their current employer, unless they move to an academic or academic related role.

Annual Leave

30 days per annum plus eight Bank Holidays and seven University Days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Travel to Hendon Campus

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

Public Transport

Our Hendon Campus is well served by public transport with buses, London Underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL (www.tfl.gov.uk) and have a look at our directions and location map to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

Parking

There are currently *Regular Parking Permits and Pre-Paid Parking options* available to new joiners. *Further details are available on the Travel and Transport page on the staff intranet.* Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.

Parking for Disabled Staff

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

What Happens Next?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Ella Mitchell, Head of Library Content & Experience by email on: e.mitchell@mdx.ac.uk