

Job Description for the Post of Weekend Customer Services Library Assistant (Ref: IS09/17)

1. General Details

Job Title: Weekend Customer Services Library Assistant
Location: Information Services
Normal workbase: Stoke
Tenure: Permanent
Salary: Grade 3 currently £15,292 - £17,607 per annum (pro rata)

2. Job Purpose

To undertake a range of duties in relation to library customer services

3. Relationships

Responsible to: Customer Services Library Supervisor

4. Main Activities

- To assist in the operation of the issue and return of learning resources, user registration systems and related clerical and operational routines using a computing system
- To undertake financial routines including the selling of educational materials to library users and the accurate handling of financial transactions
- To shelve or re-shelve learning resources including the routine tidying and organisation or relocation of resources
- To perform the routine preparation of orders for new resources and the maintenance of order and expenditure records using computing systems
- To record receipt of learning materials and process such resources as required
- To assist in resources management including checking learning resources using computerised databases, internet/WWW, CD-ROM and other electronic means with appropriate supervision and training
- To add local information to catalogue records (digital and print) using appropriate computing or manual systems
- To answer general enquiries from customers entering the library including the use of the library management system, and when required, using appropriate referral procedures for more complex enquiries
- To operate general equipment such as digital printer/copiers, Audio visual and related media equipment as required
- To assist in the maintenance of learning resource areas as an appropriate environment for study and research
- To have a commitment to the provision of high quality customer care
- To undertake continuous personal development including relevant staff development activities, developing new skills and competencies to meet the changing needs of the service
- To ensure that, within your control, agreed fire, health and safety standards and procedures are followed, and participate in such procedures.
- To perform other miscellaneous clerical duties
- To perform any other reasonable duties as may be required by the Director of IS and IS Managers

5. Person Sought

Essential Criteria:

- Flexible Approach
- Good general education to GCSE standard or equivalent
- Experience of working in a service environment
- Experience of working in a team
- Experience of cash handling

- Proven IT skills
- Ability to train others
- Customer focused
- Ability to work well in a pressured environment
- Ability to work independently
- Planning and organising skills
- Attention to detail
- Good interpersonal skills
- Good communication skills
- Problem solving skills
- Must be physically fit with the ability to move trolleys, reach top shelves and carry books and learning resources
- To be aware of the working environment and ensure that staff are able to work safely and in a healthy environment
- Commitment to the University's mission and delivery of the University Plan
- A willingness to engage in a structured induction programme as a start to Continuing Professional Development (CPD) at the University

Desirable Criteria:

- Previous library/Information Services experience

6. **Special Conditions**

This is a permanent post working 18½ hours per week for 35 weeks per year. Hours of work will consist of two evenings each week, worked between Monday and Thursday (3pm – 8pm) and Saturday and Sunday afternoon (12.45pm – 6pm) on a rota basis working 4 weekends out of 5.

Car driver with access to own car or ability to travel between sites as the role holder may be required to work at a different site

The University operates a Job Share Scheme. Applications from anyone interested in working part-time on a job share basis will be considered.

Date Job Description Revised

Jan 2010

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Applying for this post

Should you now decide to submit an application for this position you are asked to kindly complete and return an application form. This is available either in electronic format (downloadable from our website) or as a hard copy.

Please note that CVs will only be accepted in support of a fully completed application form.

Completed application forms and any accompanying information should be returned via e-mail to jobs@staffs.ac.uk or posted to Personnel Services, Staffordshire University, PO Box 662, College Road, Stoke-on-Trent, ST4 2XP.

If you wish to deliver the form by hand Personnel Services is located on the ground floor of the Cadman Building, College Road, Stoke-on-Trent. Office opening hours are 9.00am – 5.00pm Monday to Thursday, and 9.00am - 4.30pm on Friday.

PLEASE NOTE THAT THE CLOSING DATE FOR COMPLETED APPLICATIONS IS: 4 May 2010

Procedure following Receipt of Applications

Applicants are asked to provide us with an e-mail address where possible, as this is our preferred method of communication. All correspondence relating to this job application will be marked 'Private and Confidential'.

Where an e-mail address is provided, we will send applicants an acknowledgement of the application form as soon as possible following receipt; employees of Staffordshire University should note that this will be the internal e-mail address.

All applicants are asked to note that unless otherwise indicated, interviews will normally be held within one month of the closing date. Short listed candidates will be contacted to attend for interview as appropriate. Candidates who are not shortlisted for interview will be informed via e-mail. In the absence of an e-mail address, we regret that in the interest of economy we are unable to write to applicants. If you have not received an invitation for interview or any further communication within two months of the closing date specified, you are asked to assume your application is unsuccessful on this occasion.

The University wishes to thank all applicants for their interest in the Institution and the post advertised and for the time and trouble taken to complete the information for their application.

If you require a copy of the vacancy information in large print please contact us

Appointment to the University

The University is an independent Statutory Higher Education Corporation. As such the Board of Governors of the University is the employer, and is responsible for determining the employment policy, pay and conditions of service of all its employees.

The agreed terms and conditions for all staff are set out in the University's terms and conditions of service. In addition your attention is drawn to the following general points:

Medical Clearance

The appointment is subject to satisfactory medical screening, which normally consists of completion of a confidential questionnaire.

Eligibility to Live and Work in the UK

In line with the Immigration, Asylum and Nationality Act 2006, documentation is required to confirm that employees are eligible to live and work in the UK. Any offer of employment is subject to this documentation being provided.

CRB Clearance

Where indicated in the job description an offer of employment will be subject to a satisfactory response to a check of criminal records.

Qualifications

New employees will be required to produce evidence of qualifications which are deemed essential for the post, as set out in the job description.

Pension Contributions

All members of staff are eligible to contribute to the relevant occupational Pension Scheme which is either the Local Government Pension Scheme or Teachers Pension Scheme, both of which are final salary schemes. Staffordshire University as the employer also contributes to each scheme.

Payment of Salary

Salary is payable monthly in arrears, normally on the last Wednesday of each month. Payment is made by direct credit to a recognised bank or building society account. All new employees should ensure that the relevant details for credit transfer are completed on the standard form issued on appointment.

Annual Leave

Individuals are entitled to the following leave entitlements based on the grade of the post:-

Grade	Number of Days Worked per Week *		
	4	5	6
One	24	29	35
Two	24	29	35
Three	24	29	35
Four	26	32	41
Five	26	32	41
Six	26	32	41
Seven	30	37	45
Eight	30	37	45
Nine	30	37	45
Ten	30	37	45
Eleven	30	37	45
Twelve	30	37	45
Thirteen	30	37	45
Fourteen	30	37	45

* This refers to those members of staff who work full time hours but on a standard 5 day working cycle or those operating a shift pattern over 4 or 6 working days. This does not refer to staff on fractional contracts.

In addition there are 11 Bank, Extra Statutory and Discretionary Holidays as follows:

- Good Friday
- Easter Monday
- May Day
- Spring Bank Holiday Monday
- Late Summer Bank Holiday Monday
- Christmas Day to New Year's Day (inclusive)

Sickness Pay

An employee absent from duty due to illness will be entitled to receive paid sickness leave, as set out in the University's terms and conditions of service.

Trade Union Membership

The University believes that the interests of both the employer and employee are best served by individuals joining a recognised Trade Union. The Board of Governors of the University has recognised the following Trade Unions to operate within the university - UCU and UNISON.