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**Job title: Resource Assistant**

**Reports to:** User Services Librarian

**Department:** Information Services

**Location: Grand Parade Library;** Post holders at Brighton may be required to work in any of the Brighton university campus libraries

**Grade: 3**

**Purpose of the role** Carry out a selection of administrative and customer service activity tasks in order to deliver general resource services and support the provision of a responsive, comprehensive customer orientated site library service.

Duties include some evening and weekend working.

**Main areas of responsibility:**

* Act as the first point of contact for customers and provide an efficient and customer oriented welcome function, deal with enquiries and support users to access the resources and services available in order to maximise customer awareness and facilitate their use.
* Obtain and distribute resources for customers, such as interlibrary loans, using computerised systems as appropriate in order to facilitate access to library resources to support study / research.
* Manage cash/card transactions, issue receipts and cash up in accordance with university financial procedures.
* Perform housekeeping duties such as circulation of stock, shelving and moving materials, maintenance of the library environment and supporting equipment in accordance with health and safety requirements and all other relevant guidance, to ensure the availability of a safe and conducive study environment.
* Act as a representative of Information Services, project a positive image to customers, participate in the induction and training of other staff and new library users where appropriate, in order to promote the service, contribute to a continuous improvement culture and maximise customer usage and retention.
* Assist in emergency or operational procedures as required that take precedence over main duties, for example, Fire Warden duties, to ensure the safety of service users

**General responsibilities**

These are standard to all University of Brighton job descriptions.

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality and Diversity Policy in all activities, and to actively promote equality of opportunity wherever possible
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the General Data Protection Regulations

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The person specification focuses on the knowledge, qualifications, experience and skills (both general and technical) required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form (A), at interview (I) and in some instances through an exercise (E).

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| **Essential criteria**  |  | **A, I, E** |
| **Knowledge** | * Awareness of Equality, Data Protection, Health & Safety and any other relevant guidelines
 | **A, I** |
| **Qualification** | * Educated to minimum of GSCE level (to include Maths and English Grade C or above)
 | **A** |
| **Experience** | * Experience of working in a busy responsive customer-facing environment
* Experience of cash handling and/or invoicing processes
* Proactive customer care skills andunderstanding of the need to provide a customer orientated service
* Able to undertake all the physical requirements of the job, use computers or portable IT equipment extensively, fully mobile, and able to crouch, stand, stretch, bend or lift, in accordance with Health and Safety requirements / guidelines
* Good IT skills including Microsoft Word & Excel, email, internet and able to enter, interrogate and extract bibliographic and numerical data with confidence and accuracy
 | **A, I****A, I****A, I****A, I****A, I** |
| **Technical/work based skills** | * Ability to carry and shelve books; proven ability to organise books on shelves according to Shelfmark
* Complete tasks ensuring quality, timeliness and accuracy
* Apply judgement to determine when to refer more complex queries
* Identify and escalate areas for improvements to current services
 | **A, I,E****A, I****A, I****A, I** |
| **Other requirements** | * Contribute effectively to, and work as part of a collaborative and mutually supportive team
* Flexible approach to working and responsive to the service and team priorities
* Plan and prioritise work effectively to achieve desired results
* Promote positive image of the workplace
* Solve problems and use own initiative
* Sensitive to problems or concerns of any kind and able to respond as appropriate with advice, support or referral
* Able to interpret information, analyse and communicate effectively with staff and students
 | **A, I****A, I****A, I****A, I****A, I****A, I****A, I** |
| **Desirable** | * Experience of working in an education setting
* Practical knowledge of library services delivery
 | **A, I****A, I** |

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* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* This is a full time post and is permanent
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

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| **Grades** | **Basic entitlement per year** | **Grades** | **After 5 years’ service** |
| 1-3 | 23 days | 1-3 | 28 days |
| 4-7 | 25 days | 4-7 | 30 days |
| 8-9 | 27 days | 8-9 | 30 days |

* More information about the department can be found [here](https://www.brighton.ac.uk/about-us/contact-us/professional-services-departments/index.aspx)
* [Academic departments (schools and colleges)](https://www.brighton.ac.uk/about-us/contact-us/academic-departments/index.aspx%22%20%5Co%20%22Academic%20departments)
* Read the University’s [2016 - 2021 Strategy](https://staff.brighton.ac.uk/strategy/Pages/Welcome.aspx?dm_i=1SNX,4KBXD,MQS1JL,GXL92,1)
* The University has an attractive range of benefits and you can find more information about them on our [website.](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx)

Date:25/01/2018