

## Job Description

<b>Job Title:</b>	Information Assistant
<b>Role:</b>	Team Member
<b>Department:</b>	Operations
<b>Reporting to:</b>	Librarian
<b>Location:</b>	Bristol
<b>Direct Reports:</b>	None
<b>Hours of work:</b>	Up to 12 hours per week. (includes weekends) Exact working pattern TBA.
	Flexibility will be required to cover other shifts and for any changes in library opening hours.

### Main Function of Job:

Responsible for:

- Assisting in the delivery of high quality library and information services to students and staff of the University of Law, Bristol

### Specific Responsibilities:

#### Client Service

- Promote and maintain effective relationships with Students, external visitors, suppliers and other stakeholders, ensuring they are dealt with in a professional manner
- Answer routine information or IT enquiries and refer where appropriate
- Shelve books and tidy materials to maintain a library environment that is conducive to study
- Assist students and staff in using the library and library equipment including self-issue stations and copiers.

### **Achieving Results**

- Operate the library management system including the issue and return of materials, checking for reservations and emptying the returns box
- Assist in processing new materials and updating loose-leaf works
- Replenish paper stocks in printers as and when necessary
- Check library email inbox for queries, respond or refer as appropriate
- Assist with the collection and accurate recording of usage information and statistics
- To have sole responsibility for the library enquiry service during at least part of each shift, working within agreed guidelines
- Ensure, where required, that all equipment is powered down and that any issues that may require attention are reported to Facilities / IT Support
- To follow University procedures in the event of an emergency. After suitable instruction, to act as Fire Marshal
- To undertake administrative and clerical tasks required of the role.

### **Teamwork**

- Able to work different evening, weekends and occasional public holidays to provide relief cover for other members of the team and meet the needs of the service as required
- Work co-operatively with fellow business professionals and tutors to encourage good working relationships and maintain high levels of client support and delivery
- Support fellow team members to achieve deadlines within and beyond your own area of responsibility.

### **Professional Skills**

- Actively take responsibility for your own personal career development in all respects
- To develop an awareness of the legal education market and keep up to date with relevant developments.

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned by their line manager or members of the Bristol Management Team from time to time.

This job description is to be read in conjunction with the relevant Roles and Responsibilities Career Level document.

This job description is correct at August 2016. It may vary in consultation with the post holder to reflect changes within the market place, in Operations and the University.

**PERSON SPECIFICATION**

**INFORMATION ASSISTANT**

**EDUCATION/PROFESSIONAL REQUIREMENTS**

Essential	Desirable
<ul style="list-style-type: none"> <li>▪ Good level of secondary education</li> </ul>	<ul style="list-style-type: none"> <li>▪ “A” levels or equivalent</li> </ul>

**EXPERIENCE**

Essential	Desirable
<ul style="list-style-type: none"> <li>▪ Customer care experience</li> <li>▪ Confident IT user, including use of Microsoft Office</li> </ul>	<ul style="list-style-type: none"> <li>▪ Previous library experience, preferably in an academic or legal library or information service</li> <li>▪ Experience of using a library management system</li> </ul>

**SKILLS AND ABILITIES**

Essential	Desirable
<ul style="list-style-type: none"> <li>▪ Excellent customer service skills</li> <li>▪ Attention to detail and accuracy</li> <li>▪ Able to work alone and unsupervised</li> <li>▪ Time management of self and work</li> <li>▪ Team worker</li> <li>▪ Good oral and written communication skills</li> <li>▪ Numerate</li> <li>▪ Ability and willingness to learn new skills and to increase knowledge whilst in the post</li> </ul>	<ul style="list-style-type: none"> <li>▪ Able to cope when under pressure</li> <li>▪ Self-confident</li> <li>▪ Able to assist in identifying issues and suggest solutions</li> <li>▪ Organisational skills</li> </ul>

**OTHER REQUIREMENTS**

Essential	Desirable
<ul style="list-style-type: none"> <li>▪ Team worker</li> <li>▪ Keen to make wider contribution</li> <li>▪ Ability to deal with frequent interruptions to tasks</li> <li>▪ Polite, helpful and positive attitude</li> <li>▪ Flexibility in working hours required to meet the demands of the role and of the service</li> <li>▪ An interest in library work</li> </ul>	<ul style="list-style-type: none"> <li>▪ Self-confident</li> <li>▪ Fire Safety experience</li> <li>▪ First Aid experience</li> <li>▪ An interest in the law and business subjects studied at the University</li> </ul>