

Job Description

Job Title	Information Centre Coordinator		
Grade	6	Directorate/Faculty	Students Directorate
Department	Student Services / Information Centre	Reports to	Information Centre Operations Manager or Information Centre Team Leader
Direct reports	N/A	DBS Requirement	N/A

Job purpose

As part of the Information Centre team, this role supports the Information Centre Leadership team to develop and deliver high quality, innovative student-focused first-line Information Centre support services and oversight of library buildings and spaces via our busy physical (library based) and virtual service points. The role will contribute to the Information Centre Team and University strategic development through the provision of day-to-day supervision and oversight of library buildings and spaces and student focused first-line Information Centre student support services, ensuring all service objectives and standards are met and maintained at all times.

This role is required to work flexibly across all campuses and may need to work evenings and weekends depending on service requirements.

Role & Responsibilities

- In support of the Information Centre Leadership team, provide day-to-day supervision and oversight of library buildings and spaces and Information Centre services and staff workloads whilst contributing to a positive team ethos and delivering agreed service and University objectives.
- Act as the first point of contact for student support services, answering with empathy a wide range of student enquiries relating to but not exhaustive to student support, libraries, course support and IT to ensure the seamless delivery of support service to students.
- Actively engage in day-to-day Information Centre and Library building and spaces student feedback alongside escalating complaints in line with Information Centre Service and University guidance ensuring the student voice is heard, issues resolved, and service provision reviewed and improved.
- Engage in more complex, multi-faceted enquiries as appropriate working within agreed processes to further support students who may be in distress or require further generalist advice and guidance, navigating the University's second line specialist advice services or

access emergency support ensuring the seamless delivery of support services to students.

- Actively contribute and work in partnership with colleagues to creatively and collaboratively assist in the development of Information Centre services and library buildings and spaces.
- Contribute to designated service point work areas using a continuous service improvement, collaborative, one team approach to enable the delivery of seamless student support service and ensuring high service standards are maintained.
- Contribute to projects and activities to shape and change Information Centre and Library building and spaces service provision ensuring agreed outcomes are achieved.
- Actively seek day to day student feedback alongside managing and escalating complaints in line with Information Centre Service and University guidance ensuring the student voice is heard and service provision, library buildings and spaces reviewed and improved.
- Proactively liaise with Information Centre colleagues, and Information Centre Leadership to ensure enquiry trends are captured and reviewed with a continuous service improvement lens.
- Ensure on a day-to-day basis that staff adhere to and are supported in following Kingston University policies and protocols including but not limited to H&S, GDPR & Safeguarding.
- Develop expert end-user knowledge on a range of equipment within the libraries including the self-service book and laptop loans machines, printers (MFDs) and AV and IT kit, trouble-shooting issues and reporting faults promptly via the relevant channels following a continuous service improvement ethos and helping maintain high standards of student support and high student experience levels.
- Actively participate in both delivering and participating in training and develop activities that will develop and grow skills and knowledge on an individual and team basis whilst further developing the Information Centre Service and Library building and spaces oversight provision.
- Administer locally agreed budgets as allocated.

General Requirements

All Kingston University Staff are expected to demonstrate and work towards developing the Values Framework:

- **Innovative:** To apply new methods or ideas to facilitate progress
- **Inclusive:** To value the diversity of students and staff, treating them respectfully
- **Enterprising:** To recognise and act on opportunities
- **Ambitious:** To pursue excellence for oneself, the University, and our communities

The postholder must always carry their responsibilities with due regard to our policy, organisation and arrangements for Health and Safety at Work.

It is your responsibility to carry out your duties in line with our EDI policy and strategy and be sensitive and caring to the needs of others, promoting a positive approach to a harmonious working environment.

You must promote and safeguard the welfare of students/ staff that you are responsible for or come into contact with.

Please note that job descriptions cannot be exhaustive, and the postholder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Person Specification

Knowledge and Qualifications	Essential	Desirable
• Education to degree level or equivalent work experience.	X	
• Experience of working in a busy customer facing environment.	X	
• Experience of working in a higher education environment.		X
• Understanding of 'student hub' type support services (including Information Centre and Library services).	X	
• Evidence of being IT literate with the ability to develop in-depth end user expertise.	X	
• Experience of using enquiry management systems.		X
• Experience of using library management software.		X
• Understanding of mental health 'first aid'.	X	

Skills & Competencies	Essential	Desirable
• Ability to work in a busy, fast-paced customer focused environment, dealing with large volumes of enquiries and meeting deadlines	X	
• Ability to supervise, direct and coordinate the work of others.	X	
• Ability to communicate effectively – developing and delivering multi-mode communications that convey a clear understanding of unique needs of different audiences.	X	
• Ability to build trusted working relationships with colleagues across the organisation.	X	
• Demonstrable commitment to customer service and continuous service improvement.	X	
• Sound numerical skills and the ability to administer a budget	X	
• Ability to problem solve and find innovative solutions.	X	
• Ability to work as part of a team and contribute positively to the team effort.	X	

Ability to work accurately and have attention to detail.	X	
Commitment to and awareness of issues relating to equality and diversity.	X	
Commitment to health and safety in the workplace.	X	
Flexible approach to working hours to cover the requirements of the role.	X	

Important Working Relationships		
<i>Contact (Who)</i>	<i>Purpose (What)</i>	<i>Frequency</i>
Information Centre Leadership Team	Line Manager / Ensure service objectives are met	Throughout the working week
Fellow Information Centre Coordinators	Team member	Throughout the working week
Information Centre Assistants	Team member	Throughout the working week
Student Support Assistants	Team member	As and when required
Student Services teams, including Wellbeing, Library and Learning Services & Course Support	2 nd line support teams	As and when required
Students Directorate teams – Finance, IT,	2 nd line support teams	As and when required
Kusco & Estates	2 nd line support team	As and when required