UNIVERSITY OF WARWICK

Job Description

Job title	Customer Services Library Assistant
Department	Library
Grade	FA2

Job purpose (a brief summary of the role)	The postholders in this front facing Library team supports a range of face to face and virtual enquiry services, working with the Library's diverse customer communities, both in the Main Library and Archive (Modern Records Centre).
Duties and responsibilities	• To act as the central point of contact for Library services across all Library managed spaces, providing a reception and room booking service and provision of an excellent (first line) customer enquiry and information service, in person and online, referring specialist and/or complex enquiries to other Library and University teams as appropriate. • To complete a variety of activities within the Library as required to ensure materials are available to meet the customers' requirements in a timely and efficient manner, following agreed procedures ensuring pre-allocated financial criteria are maintained. For example: o the processing of Reading Lists received from academic departments, (e.g. inputting, reviewing/updating lists on the Reading List system and linking to the material) o activities enabling access to required materials, (e.g. reservations/click and collect, 'Get it for me' services including document supply, scan and deliver, postal loans and interlibrary loans) • To proactively manage customer behaviour and space availability in accordance with agreed procedures to help maintain the study environment and to report and refer/escalate incidents appropriately. • To support the administrative functions of the Library frontline service, including adherence to University and Library financial procedures and audit requirements, particularly in respect of credit card transactions, invoicing for lost books/non returned items etc. To maintain accurate and up-to-date information on resources and users ensuring all library systems are current and appropriate representations of the Library's stock holding, Library membership and/or Library transactions/activity, including supporting the availability of stock for customers. • Participating in Library projects and activities as appropriate, supporting and helping at events such as Open Days, Welcome Week, inductions, school visits etc. • Supervision and support of customers and provision of general and administrative support for the running of the archives service. • To assist with promotion of the Library's enquiry and information service internally within the Library, University and externally, contributing to the Library website and other student communication channels as required and providing service updates. • To collect, record and maintain management information and Library statistics providing accurate information on service delivery/performance and to enable Library managers to make informed decisions.

	• To act as Safepod co-ordinator as required, ensuring access to the Safepod is maintained for researchers As required carry out any other duties commensurate with the role.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Educated to GCSE level, including English and Mathematics or relevant experience.	A
E2	Proficient interpersonal skills together with the ability to work with a diverse range of people.	A & C
E3	Good written and verbal communication skills.	A & C
E4	Evidence of effective team-working skills.	A & C
E5	Proficient IT skills including the ability to use Microsoft Office packages.	A & C
E6	Evidence of working to a high level of accuracy with good attention to detail.	A & C
E7	Well-developed organisational, time management skills and the ability to work under pressure.	A & C
E8	Willing to learn, keen to take on new challenges, accepts and reacts flexibly to change, able to use initiative.	A & C
E9	Seeks to exceed customer expectations, demonstrating a commitment to outstanding service.	A & C
E10	Highly self-motivated, enthusiastic, maintaining commitment over long periods of time.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Relevant experience in a front-line, face-to-face diverse customer-based environment.	A
D2	Recent experience of working in a Library or an information service setting.	A & C