

## **Job Detail**

(Overview, Role Detail and Person Specification)

# Directorate of Student and Academic Support

## The Library

## **Information Support Assistant – Grade 4**

**(Ref: MFP1162 )**



## **Role Title: Information Support Assistant**

## **Reports To: Customer Services Team Leader**

### **Overview**

The University of Salford is seeking an exceptional candidate with the skills and personal attributes to deliver excellent customer services as part of the Library Services Team within the Library.

The Library is part of the wider Directorate of Student and Academic Support (DSAS) which unites The Library; School Operations and Student Administration; Student Life; and Quality Enhancement Office as one team. DSAS works collectively to provide agile and adaptive services that support staff across all the stages of the annual academic lifecycle, enhance the student experience and enable them to thrive while they are studying at Salford.

The University of Salford is one of the UK's leading enterprise universities and currently has over 20,000 students, including over 3,500 students from more than 130 countries around the world. This is an exciting time to be part of a University whose expertise is transforming individuals and communities through excellent teaching, research, enterprise and engagement.

The Library is organized into three functional units: Library Services, Content and Business, and Learning and Research Support. Library Services are responsible for the delivery of services including access management, virtual and physical enquiry services, lending and returning of books and laptops and other equipment, and for the management and development of libraries and learning spaces across the campus.

As an Information Support Assistant you will collaboratively deliver excellent customer service to our service users and facilitate the use and maintenance of Library services and spaces. You will be the first point of contact for various enquiries including making space bookings, access for print and electronic resources, and the loan and return of library laptops. You'll also direct users to other services and resources provided by teams around the University. You will have the chance to support students on their journey and make a difference to their life here at the University of Salford. You will be customer focused and have a passion for continuous service improvement. You should be able to respond in a flexible way to an evolving University and HE landscape, and be ready to learn new skills and systems to support out service provision.

Applicants should be aware that although the role will be assigned to a specific department / school within DSAS in the first instance, we reserve the right to reassign the post to meet the future needs of the University.

## Role Detail

### Role Purpose

Information Support Assistants work collaboratively across Library spaces to ensure the maintenance and innovation of a high-quality library environment that meets the learning needs of our customers.

They ensure that customers have easy access to library resources and facilities and offer timely, accurate, and accessible answers to enquiries from library customers via a variety of contact channels.

They also support and troubleshoot equipment provided within library spaces including printing, laptop lockers, and circulation machines.

They work flexibly in teams covering expansive service hours including evening and weekends, with a clear focus on customer service and continuous service improvement.

## Responsibilities

- Provide professional, friendly and effective advice and support to our students, colleagues, and visitors who use the Library; knowing where to refer students when unable to answer enquiries directly, optimising each customer interaction
- Promote and facilitate student access to relevant information, services and resources that support the delivery of an excellent student experience for all, recognising different cultures and backgrounds
- Operate a range of ICT systems and undertake general administrative processes associated with the effective and efficient delivery of services
- Provide support and troubleshooting for equipment within Library spaces.
- Assist in the production and review of self-service enquiry information, ensuring that these library materials are up-to-date, accurate, inclusive, and accessible to students
- Undertake stock management tasks as required to maintain service standards
- Support the provision of innovative, inclusive, and effective learning spaces that support the changing ways in which students learn and are taught, and the vision of the University
- Participate in collaborative projects as directed
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy
- Contribute to the formulation and implementation of new service initiatives
- Assist in the collection of management information to support service development
- Ensure the continuing development and growth of all library staff by contributing to the Library's programmes for training and development
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy and bring to the attention of managers any matters relating to the health and safety of staff, students and visitors to the libraries
- To engage with the University's commitment to put our students first and deliver services which are customer-orientated, represent value for money, and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role
- Perform any other duties appropriate to the grade as may be required by the University Librarian

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

## Person Specification

### Qualifications

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
1	Minimum of 5 GCSEs (or equivalent) including English and Maths.	Essential	A
2	Demonstrable commitment to ongoing professional development.	Desirable	A

### Background & Experience

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
3	Experience of taking an inclusive approach to customer service in a library, information or customer care environment where the customer is the centre of everything.	Essential	A, I

### Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential/ Desirable	Tested by* A, I, P, T
4	The range of services and resources provided by university libraries and how they support student attainment.	Desirable	A, I

### Skills & Competencies

	The successful candidate should demonstrate:	Essential/ Desirable	Tested by* A, I, P, T
5	Excellent communication; including the ability to adapt communications to the audience and for a variety of channels such as, face to face, telephone, email and social media.	Essential	A, I
6	Excellent engagement with colleagues, working flexibly and proactively, taking ownership of issues within agreed parameters focused on student outcomes.	Essential	A, I
7	Excellent information retrieval skills.	Essential	A, I, T
8	An ability to actively engage with and provide support to our diverse student population in a way that they are empowered to make best use of the Library.	Essential	A, I
9	Effective problem solving with the ability to adopt innovative approaches that embrace changes to support continuous improvement.	Essential	A, I, T
10	Actively seeks learning experiences with a drive to acquire and share new knowledge and capabilities.	Essential	A, I
11	A passionate and enthusiastic approach which embraces the University values and behaviours.	Essential	A, I

**A = Application form, I = Interview, P = Presentation, T = Test**

Details of any assessments required will be provided in the invitation to interview letter.

- Appointments to grades 1 to 6 will normally include a competency based interview and work based simulation exercise
- Appointments to grade 7 and above will normally include a competency based interview and presentation and in some instances a work based simulation exercise.

## Candidate guidance

You should use the **supporting statement template** which can be downloaded from the relevant [vacancy](#) posting within the e-Recruitment System (Oleeeo VX) to describe how your skills and experience match the criteria listed in the person specification. You should provide narrative to each of the key sections (Background & Experience, Knowledge and Skills & Competencies).

Strong applications will demonstrate experience relevant to the **essential** and **desirable** criteria. You should aim to be as **concise and succinct** as possible when providing your narrative, as this will greatly assist the shortlisting panel in reviewing your application.

## Departmental Management Structure

# The Library

