



RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206-874588/873521/873461) for help.

Closing Date: 21 January 2018

Interviews are planned for: 06 February 2018

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JOB DESCRIPTION – Job ref (REQ01117)

Job Title and Grade:	Helpdesk Assistant Grade 4
Contract:	Part time, permanent
Hours:	21.75 hours per week, see general information
Salary:	£18,777-£21,585 per annum, prorata for part-time
Department/Section:	Library Services
Responsible to:	Director of Library Services and University Librarian
Reports on a day to day basis to:	User Services Team Leader
Purpose of job:	To contribute to the frontline services team, providing support to users in accessing library resources and self-service and study facilities. In addition the role holder will take responsibility for day to day support of the Library Helpdesk.

Duties of the Post:

1. To assist with the day to day supervision of the Library Helpdesk.
2. To assist the User Services Team Leader with the development and training of Library staff in relation to Helpdesk procedures.
3. To assist the User Services Team Leader with the documentation of Helpdesk procedures for Library staff.
4. Counting and reconciling money taken at the Helpdesk on a rota basis
5. Supervision of the library Helpdesk outside of core hours (evenings and weekends).
6. Supervision of shelving operations in a designated area of the library.

In addition, all Library staff who work on frontline services carry out the following duties:

7. As part of a team, providing first line support to users at the library Helpdesk or whilst undertaking roving support duties, following the termly work schedule set by the User Services Team Leader.
8. Responding to users' enquiries in person and by phone, supporting users in identifying, locating and accessing library resources which cater for their needs.
9. Assisting users in using self-service equipment for routine transactions (eg borrowing/returning library materials, printing, photocopying, scanning)
10. Shelving and ordering physical items on the shelves to ensure that resources can be readily located as required.
11. Monitoring the library environment and reporting any concerns.
12. Interpreting and applying library policies, rules and regulations regarding access, membership and borrowing.



13. As part of a team, to assist with Information Literacy and Library induction sessions, introducing users to Library procedures and the underlying information skills necessary to use them effectively.

Other requirements:

14. Work in evenings and at weekends on a regular basis, as and when required.
15. Ability and willingness to travel to other campuses as necessary.

Any other duties as may be assigned from time to time by the Director of Library Services and University Librarian or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

For Academic posts only: It should be noted that there is a contractual requirement for some members of academic staff to undertake research duties. If this requirement applies to a post it will be clearly stated in the job description, which forms part of the contract of employment.

Terms of Appointment:

For a full description of the terms of appointment for this post please visit:

<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

January 2018

**PERSON SPECIFICATION****JOB TITLE: Helpdesk Assistant****Qualifications /Training**

	Essential	Desirable
▪ Good general education to A level standard (or equivalent), including Maths and English to GCSE standard (or equivalent) at grades A-C	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ ECDL qualification (or equivalent)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Experience of working in a customer orientated environment, with a commitment to good customer service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of library work (or similar)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of staff supervision	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of using initiative and creativity to resolve problems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of using electronic library resources	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of working with relevant library processes, systems and procedures	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Excellent IT skills, including a knowledge of Microsoft Office applications (Outlook, Word, Excel), and an ability to learn new specialised systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent interpersonal skills, including the ability to work as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent communication skills, both written and oral, to provide excellent customer service and to contribute to ongoing process improvements	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent analytical and problems solving skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Proven ability to work methodically, reliably and accurately, with a high level of attention to detail and without close supervision	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Proven ability to work on a variety of ongoing tasks and plan workload to prioritise effectively	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A flexible and positive attitude with the ability to use own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Reliability and good time keeping with a flexible approach to work	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work evening and weekend duties as required, see general information	<input checked="" type="checkbox"/>	<input type="checkbox"/>



* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

January 2018



Additional Information

Department

Library Services / Helpdesk

You can find more information about the department at the following link <http://libwww.ac.uk/>

People Supporting Strategy

Please find a link to the People Supporting Strategy.

<http://www.essex.ac.uk/hr/policies/docs/people-oct15.pdf>

General information

The standard hours of work will be:

21.75 hours a week all year

Likely pattern for the working week would be Wednesday to Friday 9 am to 5 pm (45 minute unpaid lunch)

Informal enquiries may be made to Mary Pelowski, User Services Manager (telephone: 01206 873182 e-mail: maryp@essex.ac.uk). However, all applications must be made online.

Benefits

Our staff and students are members of the University for life. We believe a person's potential is not simply defined by grades or backgrounds, but by a willingness to question, to collaborate and to push at the edges of knowledge and their own potential.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development Family Friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeprimary.co.uk
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

No smoking policy

The University has a no smoking policy.

This document is produced by:

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