

RECRUITMENT PACK

This document includes the following information:

- Job Description
 - Person Specification
 - Additional information
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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 873461/873521/874588) for help.

Closing Date: 20 August 2018

Interviews are planned for: **We would like to invite interested candidates to a recruitment day at the Albert Sloman Library on Thursday 23rd August. The day will include a chance to look round the Library and meet staff, as well as an interview and recruitment tasks. To attend, you must complete the online application form.**



JOB DESCRIPTION – Job ref REQ01664

Job Title and Grade:	Library Assistant (Frontline Services) Grade 2
Contract:	Permanent, Full-time / Part-time / Part-time term time (36 weeks)
Hours:	36 / 29 / 21.75 hours per week (See General Information)
Salary:	£16,035 - £16,342 per annum (pro-rata for part-time)
Department/Section:	Library Services
Responsible to:	Director of Library Services & University Librarian
Reports on a day to day basis to:	Frontline 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.

Duties of the post

1. 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 Frontline Services Team Leader.
2. Responding to users' enquiries by communicating effectively in person and by phone, explaining sometimes complex procedures and resolving problems or complaints, escalating these as necessary.
3. Identifying users in need of assistance and supporting them in identifying, locating and accessing library resources which cater for their needs.
4. Assisting users in using self-service equipment for routine transactions (eg borrowing/returning library materials, printing, photocopying, scanning) as well as library search tools, such as Encore and other online databases.
5. 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.
6. Understanding the Library's classification system in order to shelve and organise physical items on the shelves to ensure that resources can be readily located as required.
7. Monitoring the library environment in terms of cleanliness, noise and state of repair and reporting any concerns to managers as appropriate.
8. Maintaining current awareness of library policies, including rules and regulations regarding access, membership and borrowing, and interpreting and applying these as necessary.
9. Having a working knowledge of copyright law in order to assist users with queries relating to copying/scanning limits.
10. Promoting new Library Services initiatives to users where appropriate, and collecting their feedback, as well as sharing this feedback with relevant managers to ensure continuous service improvement.



11. To participate in Users Services administration as required (e.g. patron database housekeeping)

Other requirements:

12. Ability and willingness to work in evenings and at weekends, as necessary.
13. Ability and willingness to travel to other campuses as necessary.
14. Any other duties as may be assigned from time to time by the Director of Library Services 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 and do not form 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#>

July 2018

PERSON SPECIFICATION

JOB TITLE: Library Assistant (Frontline Services)
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Qualifications /Training

	Essential	Desirable
<ul style="list-style-type: none"> ▪ Good general education to GCSE standard (or equivalent), including Maths and English at grades A-C 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
<ul style="list-style-type: none"> ▪ Experience of working in a customer orientated environment, with a commitment to excellent customer service 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Experience of working with relevant library processes, systems and procedures 	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
<ul style="list-style-type: none"> ▪ Excellent digital skills, including the ability to learn new systems 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Excellent interpersonal skills, including the ability to work with a diverse range of users 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Excellent communication skills 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Excellent team working skills 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ A flexible and positive attitude with the ability to use own initiative 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Reliability and good timekeeping 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	Essential	Desirable
<ul style="list-style-type: none"> ▪ Ability to meet the requirements of UK 'right to work' legislation* 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Ability to work evening and weekend duties as required 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ Ability and willingness to travel to other campuses as necessary 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ A commitment to continuous service improvement and continuing professional development 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ▪ A commitment to equality, diversity & inclusivity 	<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>

July 2018

ADDITIONAL INFORMATION

Library Services

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

General information

There are 7 posts available:

- 2 x full-time posts, 36 hours a week, 52 weeks a year, including 2 x 12-8pm shifts on a weekly basis
- 2 x part-time posts, 29 hours a week, 52 weeks a year, proposed work pattern is 4 days a week, with one regular 12-8pm shift
- 1 x part-time post, 21.75 hours a week, 36 weeks a year, proposed work pattern is 3 x 10-6 shifts a week

All of these posts will take a share in Saturday/Sunday duties on a rota basis as part of a 5 in 7 contract.

- 2 x part-time posts, 21.75 hours a week, 52 weeks a year, proposed work pattern is 3 days a week including a regular Saturday 12-8pm for one of the posts, and a regular Sunday 12-8pm for the other post. Each post will also work a regular 12-8pm shift on one other day.

Frontline Services team members work a mixture of 8am-4pm, 10am-6pm and 12pm-8pm shifts on a rota basis.

Informal enquiries may be made to Emma Wisher, Assistant Director User Engagement (telephone: 01206 873178 e-mail: ewisher@essex.ac.uk). However, all applications must be made online.

People Supporting Strategy

Please find a link to the People Supporting Strategy below:

<https://www.essex.ac.uk/-/media/documents/directories/human-resources/people-supporting-strategy.pdf>

Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

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.wivenhoeparkdaynursery.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)



This document is produced by:

**Resourcing Team
Human Resources
University of Essex
Wivenhoe Park
Colchester CO4 3SQ
United Kingdom
Tel: +44 (0)1206 873521/874588/873461
Email: resourcing@essex.ac.uk**

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