

Senior Information Assistant



ROLE DESCRIPTION

GRADE

Grade 4

LOCATION

Craiglockhart, Edinburgh

Role holders may be asked to change location from time to time to meet Service and developments needs and may be required to visit other campuses.

LINE MANAGER

Information and Operations Manager

ROLE SUMMARY

The role of the Senior Information Assistant is to ensure efficient and effective delivery of day-to-day Library services to students, staff, researchers, and external members.

The Senior Information Assistant works in an agile and flexible customer-focused team that supports all Library Services activities, supervising and coordinating the work of Information Assistants.

To manage and coordinate Library Help Desk, providing a comprehensive and knowledgeable frontline library enquiry service and be able to answer a broad range of enquiries, face-to-face, online and by phone. Support library customers with the use of broad range of library and IT technologies and services.

Working closely with Information and Operations Manager, Senior Information Assistants and Learning and Research Services team, support the development and improvement of the Library services.

LINE MANAGEMENT RESPONSIBILITY FOR:

This role has line management responsibilities for team of Information Assistants

MAIN DUTIES AND RESPONSIBILITIES

- Participate and be responsible for the efficient day-to-day management of the University's Library Help Desk, coordinating work of Information Assistants.
- Participate in the provision of front-line Library services at service points and maintaining a suitable environment for study and research.
- Participate in the provision of front-line Library services dealing with enquiries, with applications and technical support, troubleshooting problems and referring issues to the relevant team as appropriate.
- Participate in the recruitment, induction, training, and development of Information Assistants and other staff
- Be responsible for the oversight of staff issues for those within their allocated teams including supervision, people management, progression, review of performance and conduct regular 1.1s
- To actively promote and develop user capability to use self-service options. Support user education with the use of Library and IT resources and provide introductions to eResources and stock collections for new staff, students and visitors, referring on for further subject support as appropriate.
- Be responsible for ensuring that customer incidents and service requests are logged, progress tracked and concluded satisfactorily using the University designated Service Management System.
- Provide 2nd and 3rd line support for Information & Operations team.
- Help to organise, coordinate, and deliver inductions, tours and student orientations. Contribute to the promotion and development of services. Support and participate in promotional events.
- Work to ensure the efficient and effective running of the Library operations by using the University designated Library Management System and associated systems.
- To be proactive, engage with, support, and lead a range of service improvement projects.
- Follow the SLA's and ITIL processes ensuring incidents and queries are dealt with in an effective and timely manner.
- Contribute to the development and documenting of working practices and processes, ensuring that they are robust, and wherever possible standardised and repeatable to support the Library team in their day-to-day activities.
- To keep abreast of new technology and to develop such skills as are required to remain effective in this role.
- Undertake such training, re-training, and updating as may be necessary to fulfil the requirements of the above.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.
- Undertake other such duties, at any location, as requested by Information & Operations Manager or their nominee.

- Role model the University's values & behaviours.
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

PERSON SPECIFICATION

ESSENTIAL

DESIRABLE

EDUCATION / QUALIFICATIONS

- | | ESSENTIAL | DESIRABLE |
|---|-----------|-----------|
| • A degree and/or demonstrable equivalent experience. | ✓ | |
| • Alma Certified | | ✓ |
| • ITIL Foundation | | ✓ |

SKILLS / EXPERIENCE

- | | | |
|--|---|--|
| • Experience of working in a library service team within a large and complex user environment to achieve a high standard of service delivered. | ✓ | |
| • Experience of dealing with a complex range of user needs and delivering appropriate service models to meet those needs | ✓ | |
| • Proven ability to oversee tasks and motivate team members | ✓ | |
| • Supervisory experience of managing team members. | ✓ | |
| • Experience of handling customers enquiries face to face, by telephone and electronically | ✓ | |
| • Experience of using IT Systems and software applications in delivering an enquiry service. | ✓ | |
| • Experience of using a library and service management system. | ✓ | |
| • Proven ability to proactively offer support and promote services to users. | ✓ | |
| • A detailed knowledge of the traditional and emerging technology themes, which underpin the provision of services. | ✓ | |
| • Good verbal and written communication skills, including the ability to communicate effectively with colleagues, students, and external agencies. | ✓ | |
| • Customer focus – demonstrating good listening techniques to gain a thorough understanding of customer needs, interpreting requirements accurately, to develop technical solutions and deliver a prompt and efficient service | ✓ | |



	ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Practical IT skills, including a good working knowledge of common Library and IT applications, internet, and digital information services. 	✓	
<ul style="list-style-type: none"> Ability to work calmly and systematically in a busy environment, to prioritise work and to meet agreed deadlines. 	✓	
<ul style="list-style-type: none"> Problem-solving and analytical skills with the ability to approach and resolve problems in a thoughtful and practical manner. 	✓	
<ul style="list-style-type: none"> Previous experience of working in an academic library, with good levels of information literacy. 		✓
<ul style="list-style-type: none"> Experience of supporting students and academics using print and digital information resources. 		✓