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| Resource Assistant | ENU_Logo_CMYK |
| **Role Description** |  |

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| **Grade & Salary:** | | Grade 3 |
| **Campus Location:** | | Merchiston |
| **Line Manager:** | | Acquisitions, Metadata and Scholarly Communication Manager |
| **Line Management Responsibility for:** | | None |
| **Organisational Structure:** | | Tick to confirm attached |
| **Role Summary:** | | To participate as a member of a team in undertaking a range of duties and procedures to ensure efficient and effective acquisition of goods and services for Information Services. To order print and electronic resources, process journal subscription renewals and carry out other acquisition related activities. To input metadata to the relevant systems in accordance with agreed standards. To bring a strong customer focus approach to all work undertaken and to assist in maintaining the accessibility of services to customers. |
| **Main Duties and Responsibilities** | | |
|  | To order, receive and despatch goods and services for Information Services (IS) in accordance with University and Library policies, regulations and procedures. | |
|  | To order print and electronic resources and to maintain accurate records of processes in the relevant systems. | |
|  | To process renewals of print and electronic journals and databases in accordance with Library processes and standards. | |
|  | To process books and serials and to maintain serial patterns in Alma Library Management System (LMS). | |
|  | To process bulk deletions of withdrawn cataloguing records and to participate in projects of deleting retrospective data sets. | |
|  | To obtain ISSN and ISBN numbers and to manage customer expectations in this regard. | |
|  | To handle enquiries via UniDesk, email, telephone and in person. | |
|  | To liaise with suppliers and University Financial Services and to respond to requests for information and advice on goods and services from Information Services staff, suppliers and customers. | |
|  | To record goods and services in relevant databases, provide customer access to metadata and to maintain up-to-date files of financial, contractual and transactional information. | |
|  | To assist with performance measurement by maintaining records of Resource Acquisitions (RA) processes, procedures and performance. | |
|  | To implement planned enhancements and upgrades to automated systems and to advise IS staff in the proper use of RA systems and procedures. | |
|  | To carry out credit card activities and record transactions accordingly. | |
|  | To participate in project and development work to enhance Information Services and to identify opportunities to continually improve the work and performance of the department. | |
|  | To bring a strong customer focus approach to all work undertaken and to assist in maintaining the accessibility of services to customers. | |
|  | To undertake other tasks appropriate to the job functions. | |

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| **Person Specification** |  |

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| **Attributes** | * **Essential Selection Criteria** | **Desirable Selection Criteria** |
| Education/Qualifications | Demonstrable evidence of education to Higher grade or of the theory and practice of work equivalent to Higher grade, or equivalent demonstrable experience.  Evidence of continuous development to acquire new skills and competencies. | Education in librarianship or information related subjects. |
| Experience | Proven track record of being supportive towards other team members and through co-ordinated effort delivering team results.  Demonstrable evidence of responding promptly, politely and accurately and knowing when to refer an enquiry to another member of staff.    Ability to analyse routine data using predetermined procedures and work accurately to complete basic tasks as specified.  Ability to complete tasks to a given plan or set of instructions with allocated resources.  Ability to solve day to day problems by breaking them into parts and using initiative and creativity to find a positive solution.  Experience of working with a Library Management System, repository, or equivalent specialist software. | Up-to-date working knowledge of Library routines, particularly in an academic environment.  Proven record of dealing with suppliers and service providers.    Working knowledge of publication patterns and electronic resources.    Ability to work with invoices and financial data. |
| **Skills/Personal Requirements** | Demonstrable attention to detail and ability to work accurately.    Ability to work as an individual as well as part of a team.    Ability to work to deadlines and use initiative.    Excellent communication and interpersonal skills evidenced by being able to understand and convey information in a clear and accurate manner both orally and in written form.    Confident IT user, Microsoft Office and the Internet.    Ability to undertake tasks that require moderate physical activity, e.g. carrying books and pushing a trolley.    Ability to use a PC for the majority of the working day. | Ability to cope with peaks and troughs of work. |

* *Essential Selection Criteria* are mandatory requirements for a post-holder. If a potential candidate does not evidence all of these requirements in their application form they do not meet the essential criteria of the role and, therefore, will not be short-listed for interview.

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