# PART 1 – TO BE COMPLETED FOR ALL ROLES –

**The role description and person specification are key documents in the application pack and they should also be used for shortlisting and interviewing to ensure candidates match key criteria.**

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| Senior Information Assistant | ENU_Logo_CMYK |
| **Role Description** |  |

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| **Grade & Salary:** | | Grade 4 - £26,715 - £31,865 | | | |
| **Campus Location:** | | Sighthill/Craiglockhart/Merchiston | | | |
| **Line Manager:** | | Information & Operations Manager | | | |
| **Line Management**  **Responsibility for:** | | Information Assistants | | | |
| **Organisational**  **Structure:** | |  |  |  | |
| Tick to confirm attached | | | |
| **Role Summary:** | | The University is continuing to make a significant investment in its IT and digital services provision to ensure the delivery of a consistent, high quality IT and services across the University. Information Services provide innovative and reliable IT and Library services which are continually being adapted to meet the changing needs of the staff and students in rapidly changing technology environment.  The University's Information & Operations team will provide innovative, reliable Library services, which are continually adapted to meet the changing needs of staff and students, supporting them to become world-class professionals. Information & Operations will assist students, staff and guests in their use of the University’s broad range of technologies and library services, helping them work smarter, faster and easier. | | | |
| **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 enquires with applications and technical support, troubleshooting problems and referring problems to the relevant team as appropriate. | | | | |
|  | Participate in the recruitment induction, training and development of Information Assistants | | | | |
|  | 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. To demonstrate 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 Services. | | | |
|  | Help organise and deliver tours for visitors and student orientations as required. As well as participating in Open days and 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 towards the generation and maintenance of knowledge management documentation and procedures. | | | |
|  | Contribute to the developing 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. | | | |
|  | Support the aims, philosophies and key objectives of Information Services, and to fully uphold the  University code of conduct in terms of values and behaviour. | | | |
|  | 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. | | | |





# Person Specification

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| **Attributes** | * **Essential Selection**   **Criteria** | **Desirable Selection**  **Criteria** |
| **Education/**  **Qualifications** | A degree and/or demonstrable equivalent experience. | Alma Certified |
|  | ITIL Foundation |
| **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. | Previous experience of working in an academic library, with good levels of information literacy. |
|  | 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. |  |
| **Skills/Personal**  **Requirements** | 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. |  |
|  | Practical IT skills, including a good working knowledge of common Library and IT applications, internet and digital information services. |  |
|  | Ability to work calmly and systematically in a busy environment, to prioritise work and to meet agreed deadlines. |  |
|  | Problem-solving and analytical skills with the ability to approach and resolve problems in a thoughtful and practical manner. |  |

* *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 shortlisted for interview.