

# **Senior Library Assistant**

## **Role Description**

### **About the role**

The RNN Group's Library Service has five libraries which provide our students with the skills, resources and environments to learn independently. In this role, you will work closely with Library Service colleagues to help ensure the smooth day to day running of our libraries and digital learning environments. You will assist students and staff in the retrieval, choice and use of paper-based and digital learning resources. You will also contribute to the ordering, organisation and marketing of learning resources.

On frontline desks, you will directly support students and staff, as they access the resources and services in the libraries, working with Library Assistants and Library Apprentices to achieve this. You will ensure the library management system (Autolib) is used effectively to catalogue and circulate resources and you will support digital services. You will be involved in organising staffing rotas, and will have some day-to-day supervisory responsibility for Library Assistants and Library Apprentices.

The role also involves supporting students to become independent learners by assisting them to develop their basic IT skills. On a typical day, you will be offering support and advice on using Microsoft Office packages, printing, researching on the internet, and using our subscription online resources. Beyond our core service the libraries are also a hub for much of the college experience for our students, and we deal with a variety of general enquiries. Therefore, you will be someone who can work effectively with different departments around college, and strongly focused on providing fantastic customer service.

You will assist students in their selection, understanding and use of resources across a variety of media. You will work with colleagues from both within the Library Service and also curriculum colleagues and staff from other support departments to evaluate and develop all our collections across various media, to ensure they support independent learning. You will assist the Liaison Librarians in the development of inductions and other student support sessions.

### **Role Objectives**

- To provide a professional customer service that supports students in their independent learning
- To work with colleagues to ensure that appropriate resources (both hardcopy and digital) are in place and used by staff and learners
- To work with colleagues to plan and develop services that enhance independent learning
- To provide, and support Library Assistants and Library Apprentices in providing, a professional customer service on frontline desks for students and other users, helping them develop independent learning skills whilst using library resources.
- To maintain appropriate behaviour and noise levels within the libraries.
- To assist the Liaison Librarians in promoting the use of resources and services that support independent learning.
- To work with curriculum colleagues, Liaison Librarians and the other Senior Library Assistants to assist in the selection and development of library resources.
- To order resources for the library collections, which may include some budgetary responsibility, and some responsibility for specific collections.

- To organise specified non-curriculum collections, both hardcopy and digital within the service and work with the Liaison Librarians and the other Senior Library Assistants to assist with the organisation of collections.
- To work with the Liaison Librarians and other Senior Library Assistants in developing and delivering induction programmes for new students.
- To contribute to the Library Service planning and future developments through participation in the Library Strategy Group.
- To administer around 20 online subscriptions we have (e.g. raising purchase orders, keeping track of expiry dates), working closely with the Head of Service and the Liaison Librarian team in the process.

### **Challenges**

The post holder will need to manage conflicting demands from the frontline service, their specific responsibilities and cross campus duties. This will require working cooperatively with all members of the team to ensure service objectives are met.

You will need to coordinate with other Senior Library Assistants to ensure that all the libraries are properly supported and the cross college objectives are achieved.

When working on frontline desks there will be occasions when you have to deal with challenging behaviour, or support colleagues doing so.

### **Your role in the department**

You will report directly to the Head of Library Service and will work closely with all colleagues within the Library Service team.

You will be asked to demonstrate you are a fast working capable administrator who is confident using IT and making positive decisions.

You will also need to be able to work flexibly. While the role is primarily based at Dinnington campus, you may be asked to travel to other sites as and when needed.

### **Commitment to Safeguarding and Equality and Diversity**

RNN Group places the safety and wellbeing of students and staff at the forefront of all its operations and is committed to creating and maintaining an environment that promotes effective safeguarding practice.

RNN Group has a statutory and moral duty to ensure that the business functions with a view to safeguarding and promoting the welfare of children, vulnerable adults and young people studying.

The post holder will therefore be required to commit to the Safeguarding for all policy and will have a shared responsibility to promote a safe environment for children, vulnerable adults and young people learning within any of the business sites.

All posts are subject to a Disclosure and Barring Service check.

We would expect the post holder to be responsible for the Safeguarding of learners within their area and across the organisation including:

- Ensuring compliance with procedures for the protection of children and vulnerable adults
- Making certain of compliance with any guidance on Safe working Practice
- Being alert to any indication or allegation of abuse and take appropriate action under the appropriate procedures

RNN Group is very proud to be viewed as being an Inclusive College. We have Investors in Diversity recognition for the work we have undertaken. We actively work to advance Equality and Diversity and eliminate any form of discrimination in line with our College Mission, Values, Culture, Policies and Procedures and in compliance with The Single Equality Act 2010. You will also be committed to a policy of equal opportunity of treatment to all students, staff, clients, and members of the public, regardless of any protected characteristics. We are proud to be part of the Disability Confidence Scheme.

### **Commitment to Data Protection**

The RNN Group takes data protection seriously and has a statutory and moral duty to ensure the security of the personal data collected by the Group, the post holder will be expected to have a knowledge of keeping personal data safe including:

- Ensuring compliance with the data protection policy
- Ensuring compliance with the subject access request policy
- Reporting any data breaches or data security concerns to the Data Protection team

### **Requirement for flexibility and updating of the role description**

You will be required to carry out duties as maybe commensurate with the post which do not change the character or purpose of the post which are necessary to maintain high quality standards of business practice.

Duties must be carried out in strict compliance with all policies including, but not limited to; equality and diversity, health and safety, quality assurance and Data Protection.

### **Terms and Conditions – Support Staff**

The terms and conditions for the role are as follows:

Salary: Spine Point 12

Pension: Automatic enrolment to the South Yorkshire Pension Scheme.

Holidays: 22-26 days plus bank holidays

## Senior Library Assistant Role Specification

AF-Application Form    I-Interview    R-Reference    CQ-Certificate of Qualification

Personal Skills Characteristics	Essential	Desirable	Method of assessment	Shortlisting Criteria
<b>1. Experience</b>				
• Knowledge of a wide range of learning resources -both paper based and IT based	✓		AF,I,R	✓
• A track record of supporting students using resources within and I.T. and Library setting.	✓		AF,I,R	✓
• Experience of working within a library		✓	AF,I,R	✓
• Experience of motivating and supervising staff		✓	AF,I,R	✓
<b>2. Qualifications</b>				
• Level 2 Literacy and Numeracy or willingness to undertake	✓		AF,CQ	✓
• Level 3 or equivalent in Customer Service, Information Technology or Library Studies or willingness to undertake		✓	AF,CQ	✓
<b>3. Practical and Intellectual Skills / Knowledge / Abilities</b>				
• Ability to demonstrate flexibility and team working	✓		I,R	
• Able to work in an organised and methodical manner	✓		I,R	✓
• Excellent customer service skills	✓		AF,I,R	✓
• Ability to seek positive solutions	✓		AF,I,R	
• Good IT skills	✓		I,R	✓
<b>4. Disposition / Attitude</b>				
• Pleasant and helpful approach at all times	✓		I,R	
• Work in a professional and confidential manner with a high degree of integrity and flexibility.	✓		I,R	✓
• A commitment to safeguarding and promoting the welfare of children and young people receiving education and training	✓		AF,I,R	
• Able to work with and respect, personal or sensitive information and treat this data in confidence and accordance with the RNN Group Data Protection policy	✓		AF,I,R	
• Committed to a policy of equality which is relevant to all students, staff, clients and members of the public, regardless of race, creed, colour, ethnic origin, nationality, gender, sexual orientation, age and disability	✓		AF,I	
<b>5. Training</b>				
• Willing to undertake any training connected with the post	✓		AR, I	
• Willing to undertake statutory training in connection with Safeguarding, Data Protection, Equality and Diversity and Prevent.	✓		I	
<b>6. Physical Make-up</b>				
• No disability which is likely to impact upon the job performance; (that is, any that cannot be accommodated by reasonable adjustments)	✓		I,R	
• Good sickness/attendance record in current/previous employment, college or school as appropriate, (not including absences resulting from disability)	✓		AF,I,R	