

## Library Receptionist

Job Ref: REQ231115

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

Vacancy: Monday – Friday 08.30 - 13.00

The post is part time (22.5 hours per week) term time only (31 weeks per year) and on an open-ended contract.

### The University Library

The University Library is central to the student and staff experience. We place great emphasis on providing excellent customer service, a range of reader / study environments, easy access to a large variety of information resources, and development of readers' information literacy and academic and research skills.

## Job Description

### Job Grade:

Administrative Services Grade 2

### Job Purpose

To provide high quality customer service, promoting an efficient and effective reception service and ensuring that each customer that comes in to or contacts the Library has a positive experience.

- Provide a friendly and professional welcome to all customers, presenting a positive impression of themselves and the organisation.
- Deliver excellent customer service, at all times.

### Job Duties

- Establish and maintain excellent relationships with customers and potential customers, handling and escalating queries and complaints where appropriate.
- Assist users with entry/exit of the library and explain access policies, adding messages onto user accounts where necessary
- Work as part of the front-line User Services team to ensure the smooth operation of the Library.
- Monitor availability of customer information/promotional material and replenish as required.
- Respond to customer enquiries and provide information about the full range of opportunities available.
- Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.

- Ensure customer information is stored and used appropriately in accordance with relevant legislation.
- Carry out daily administrative tasks as directed by the User Services Manager or Senior Library Support Officer
- Keep the reception area clean and tidy at all times.
- Actively engage in professional development and further training, as appropriate.
- Attend staff meetings and contribute positively and appropriately as required.
- Adhere to the policies of the University at all times.
- Any other duties that are commensurate with the grade of the post.

### **General Administration**

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with students and academic staff but will also include external visitors/alumni.
- To undertake general clerical duties such as photocopying, filing, binding and laminating of documents.
- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the Library and the relevant line manager.

This role is based within the User Services Team, although the Receptionist will work with the whole Library team to provide a welcoming environment for users and visitors to the Library, being the first person people will encounter when entering the Library building.

The User Services Team includes the User Services Manager, a Senior Library Support Officer, the Library Facilities & Environment Manager, a number of full and part-time Library Assistants, the Library Attendant and the Shelving Team. The Team also provides staff for the Library in the evenings and at weekends.

The University operates a two-semester system for 31 weeks per year from late September to mid-June with breaks at Christmas and Easter. The Library is staffed until 8.00 pm every weekday evening during semester and from 9.00am until 5.30pm on Saturdays and Sundays.

### **Points To Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

### **Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

## Organisational Responsibility

Reports to the Senior Library Support Officer (User Services)

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
<b>Experience</b>	Experience of working in a customer focussed environment.	1,3
<b>Skills and abilities</b>	Excellent customer service skills.	1,3
	Excellent communication skills.	1,2,3
	Able to input/extract information accurately from computerised systems.	1,2,3
	Familiar with Microsoft Office (particularly Outlook, Word and Excel).	1,2,3
	High standard of personal presentation.	1,3
	Ability to use own initiative and work effectively as part of a team.	1,3
	Enthusiastic and motivated with a positive 'can do' attitude.	1,3
	Punctual, flexible and reliable.	1,3
<b>Training</b>	Be committed to, and actively participate in, a programme of continuing personal professional development.	1,3
	Demonstrate evidence of having undertaken further training.	1,3
<b>Qualifications</b>	Educated up to GCSE level (Maths and English) or equivalent.	1
<b>Equality &amp; Diversity</b>	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1,3
<b>Other</b>	Awareness of relevant Health & Safety requirements.	1,3
	A commitment to observe the University's Equal Opportunities & Health & Safety policies at all times.	1
	Willingness to adhere and support the Library values	1,3

### Desirable Criteria

Area	Criteria	Stage
<b>Experience</b>	Experience of working within higher education.	1,3
	Experience of working with membership and bookings systems.	1,3

<b>Skills and abilities</b>	Ability to handle difficult situations.	1,3
<b>Other</b>	An understanding of higher education sector	1,3

## Conditions of Service

The position is part time (22.5 hours per week) term time only (31 weeks per year) and is an open-ended contract. Salary will be on **Administrative Services Grade 2 (£20,410- £20,948 pro rata)** starting at £10.60 per hour.

Hours of work: Monday – Friday 08.30 - 13.00

The appointments will be subject to the University's normal Terms and Conditions of Operational and Administrative staff, details of which can be found at <http://www.lboro.ac.uk/services/hr/conditions-of-service/grades1-5/>

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>