Information Assistant (Weekend)

Library and Archives

Closing date: 19 March 2018
Interview date: 12 April 2018
Vacancy reference: 6476
INTRODUCTION

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives; all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. As a Directorate we strive to provide the best student and staff experience via a strong customer focus and a commitment to continuous improvement. We value collaboration with colleagues both within the department and across the University. We are proud to hold, and have maintained, the Customer Service Excellence accreditation which we first attained in 2014.

All staff share responsibility for and contribute to the success of the overall service. We want you to contribute to service improvement, working in an environment of mutual respect and openness. We strongly encourage all staff to engage in a process of continual review - both of their own work and that of colleagues; making suggestions for change to ensure that we continue to develop and enhance our services to meet the requirements of all our users.

This will also involve the setting of service standards and monitoring these to ensure our success. In developing and delivering services you will be directly contributing to both the Information Strategy and the University Strategy and as a collegiate organisation we welcome your contribution.
Main purpose of the role

The role of Information Assistant within the Customer Services team is designed to provide an excellent first line support service for IT and Library queries both in person, on the phone and via online channels. The role is primarily based at the busy Library & IT Helpdesk in the main University library with occasional working at the King’s Manor Library.

Customer focus forms one of the core staff values within Information Services and we hold the Customer Service Excellence accreditation. The Customer Services team play a key part in delivering excellent customer support to all our users and all team members spend a high proportion of their work time actively delivering customer support. Our service delivery model is an enquiry service operating as an integrated one stop shop for library and IT queries, sitting alongside a self service ethos which is based round our 24/7/362 library opening hours.

The hours of work for the vacancy are Saturdays and Sundays; 10am-6pm, with occasional shifts from 1pm-6pm. The team is large enough to ensure that no one is usually required to work every weekend; each person normally works no more than three weekends out of seven. Weekend Information Assistants currently work Saturdays all year round, and Sundays from the end of September to the end of June. Holiday pay is accrued pro rata and included in the monthly salary. Staff are expected to swap shifts if they require time off when they are scheduled to work and therefore flexibility amongst members of the team of assistants is expected to provide cover if some members of staff are unable to work on particular weekends.

In addition to the role specific items above, all Information Assistants have the following responsibilities:

- to build successful and productive relationships, alliances and partnerships within the Directorate and wider University to ensure successful service delivery.
- to deliver communications to ensure that stakeholders in the University and external visitors are informed about Directorate services.
- to represent the team within meetings in the Directorate as necessary.
- to assist with projects and the development of services to support customer needs.
- to maintain a personal and professional development plan and take responsibility for your personal training and development.

Customer Services

- Provide first-line Library and IT help, advice and problem solving (for example connecting devices to WiFi, advising on loan periods and password resets) through all communication channels, including in person, phone and online channels.
- Effectively handle large volumes of enquiries; logging, referring and where appropriate liaising with Customer Service Coordinators and the IT Support Office to ensure their effective resolution.
- Understand often complex information from a range of customers with differing technical and language backgrounds and explain complex technical detail in a clear, plain and simple manner.
- Identify and use appropriate information sources and identify solutions to problems as needed.
- Use, contribute to, edit and comment on our internal wiki pages to document information and processes
- Conduct Library tours and discuss personalised support needs with users

JOB DESCRIPTION

At a glance

Salary

Grade 3; £18,263—£21,575 a year (reduced pro rata for part time working)

Hours of work
Sat/Sun Variable shift pattern

Contract type
Open

Based at
Heslington Campus West
JOB DESCRIPTION

Other

- The above list of duties is not exhaustive and is subject to change.

- The post holder may be required to undertake other duties within the scope and grading of the post as required by the Director of Information Services or Deputy/Assistant Directors.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A good standard of education to GCSE/NVQ1 level or an equivalent qualification or relevant experience</td>
<td>Essential</td>
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<tr>
<td>Education to “A” level standard or equivalent experience</td>
<td>Desirable</td>
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### Knowledge

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<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>An understanding of the key elements of delivering excellent customer service</td>
<td>Essential</td>
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<td>Awareness of issues arising from data protection and copyright</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of Library Management systems</td>
<td>Desirable</td>
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<tr>
<td>Understanding of the working context, for example the HE environment, Libraries, Archives or IT Services</td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tr>
<td>Ability to maintain high quality customer service in a pressured and busy working environment</td>
<td>Essential</td>
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<td>Ability to actively participate in an environment of continual change</td>
<td>Essential</td>
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<td>Confidence and ability to use and learn a range of systems, softwares and equipment, for example IT packages, self-issue machines, multi function printers etc</td>
<td>Essential</td>
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<td>Ability to work with speed and accuracy whilst maintaining attention to detail</td>
<td>Essential</td>
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<td>Excellent verbal and written communication skills</td>
<td>Essential</td>
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<td>A proactive approach and the ability to use initiative and problem solving skills</td>
<td>Essential</td>
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<td>Ability to work effectively with colleagues in a variety of contexts to deliver departmental and directorate objectives</td>
<td>Essential</td>
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<td>Ability to work independently on allocated tasks</td>
<td>Essential</td>
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<td>Ability to organise own work to achieve tasks allocated either to the individual or their team, to meet deadlines</td>
<td>Essential</td>
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# PERSON SPECIFICATION

## Experience

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<tr>
<td>Experience of delivering customer support and/or customer enquiry handling</td>
<td>Essential</td>
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<tr>
<td>Experience of working in a library/IT service, as relevant to the role</td>
<td>Desirable</td>
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<td>Experience of using and resolving access issues with information resources</td>
<td>Desirable</td>
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<tr>
<td>Experience of delivering basic IT support</td>
<td>Desirable</td>
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<tr>
<td>Experience of using enquiry handling tools</td>
<td>Desirable</td>
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## Personal attributes

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<tr>
<td>Conveys positive attitude</td>
<td>Essential</td>
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<tr>
<td>Personal credibility and integrity</td>
<td>Essential</td>
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<td>Open to collaborative ways of working</td>
<td>Essential</td>
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<tr>
<td>Can demonstrate flexibility to adapt to changing needs</td>
<td>Essential</td>
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<tr>
<td>Committed to continuing personal and professional development and engage with internal training</td>
<td>Essential</td>
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<tr>
<td>Sensitivity and empathy with users, colleagues and staff</td>
<td>Essential</td>
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THE DEPARTMENT

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. More information about each of the Directorates areas is given below.

Library Services

The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King’s Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

The Library stock includes around one million physical items in addition to over half a million e-books, and over thirteen thousand print and electronic journals and databases. The Library is responsible for the institutional repository which holds over 81 thousand items and is part of White Rose Research Online, run jointly with the Universities of Sheffield and Leeds.

Our Help Desk offers support in person and virtually for library and IT queries, and through collaborative arrangements with the US we are able to offer access to library enquiry services 24/7. We value our relationships with the students, staff and researchers of the University and our Relationship Management Team provide a focus for this engagement, alongside development of digital literacy skills for all. We work closely with colleagues in IT Services to ensure successful take up of software such as Google Apps.

With the increasing move towards digital information, we have invested in “York Digital Library” (YODL) which is an online repository for multimedia resources at the University of York. It provides access to over 69,000 resources, which include images, past exam papers and Masters theses. Working closely with the Archives team, the Library has become involved in prestigious digitisation projects funded by national and international bodies such as the Wellcome Trust and Mellon Foundation.
The Borthwick Institute for Archives

The Borthwick is one of the biggest archive repositories outside London. Founded in 1953, we have collected archives from all around the world, from the 12th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University.

IT Services

Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6476
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 19 March 2018.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Jackie Knowles, Head of Customer Services, 01904 323872 or by email at jackie.knowles@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835