Information Assistant (Weekends)

Department: Library, Archives and Learning Services

Hours of work: Annualised hours weekend contract, working approx. 4 weekends in each 7 week block

Contract type: Fixed-term until 1 October 2023

Salary: Grade 3, £22,662 - £24,285 a year (reduced pro-rata)
Main purpose of the role

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.

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.

Information Assistants are appointed to support specific functional areas of service delivery. In the first instance, individuals are appointed to a specific function (detailed below), but opportunities for change arise and flexibility in moving across functions is expected.

The functional area for this role is Customer Services.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities
   - Understand information from a range of customers with differing technical and language backgrounds and explain specialist or technical details in a clear, plain and simple manner
   - Take responsibility for enquiries, logging, referring and where appropriate liaising with other staff in the department to ensure their effective resolution
   - Use, contribute to, edit and comment on our internal documentation and processes
   - Liaise with external stakeholders and partners to ensure successful service delivery
   - Build successful and productive relationships, alliances and partnerships within the Directorate
   - Deliver communications to ensure that stakeholders in the University and external visitors are informed about Directorate services
   - Represent the team within meetings in the Directorate as necessary
   - Assist with projects and the development of services to support customer needs.
   - Maintain a personal and professional development plan and take responsibility for your personal training and development

Depending on which of the functional areas of service delivery you are appointed to, you will have other role-specific duties to undertake, which will be clarified between you and your line manager.

2. University of York Responsibilities for Grade 3

Service and Operational Delivery
   - Produce accurate and timely work to set standards.
   - Respond to and resolve queries that have a readily available answer with reference where necessary to guidance or policy.
   - Engage with customers to ensure understanding of procedure or policy
   - Refer unfamiliar situations and/or work not covered by standard procedures upwards or to a more experienced colleague.
   - Engage with customers to explore their needs and use initiative to ensure service delivery meets their needs and report complaints or issues to enable timely resolution.
• Make effective use of digital solutions to carry out operational activity.

Continuous Improvement
• Highlight issues so that improvements and/or changes or new services can be developed.
• Contribute to the team’s consideration of improvements to the service provided.
• Proactively seek opportunities to improve personal knowledge and skills.

Specialist Contribution
• Resolve queries and requests for information and advice and escalate more specialist and complex queries or issues to more experienced team members.
• Solve day-to-day routine problem solving and source background information within the role.

Collaboration and Communication
• Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
• Liaise with staff in other areas of the organisation to support service and operational delivery.
• Respond to routine enquiries/questions from customers via all channels utilised by the team.
• Provide demonstrations or explanations of commonly occurring procedures to colleagues and external customers.

Governance and Oversight
• Apply procedures and policy and highlight any anomalies or issues.
• Compile, record, store and archive data and information to ensure the accuracy and safety of information.
• Record data and information accurately and provide reports as required to team members and more experienced staff.

Planning and Organisation
• Plan and organise own task delivery.
• Contribute to the planning of team activities over a short timeframe to ensure the smooth running and timeliness of service.
• Assist team members to organise, plan and prepare for events, meetings and activities.
Person specification

<table>
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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>An understanding of the key elements of delivering excellent customer service</td>
<td>Essential</td>
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<tr>
<td>Awareness of issues arising from data protection and copyright</td>
<td>Essential</td>
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<tr>
<td>Experience using a variety of systems for record keeping and data manipulation</td>
<td>Desirable</td>
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**University of York Person Specification for Grade 3**

**Qualifications:**

Level 2 qualification (Qualifications at this level include five GCSEs at grade A*-C/ grade 4-9. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

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<thead>
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<th>Skill</th>
<th>Essential</th>
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<tbody>
<tr>
<td>Accurately record and report information/data</td>
<td>Essential</td>
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<tr>
<td>Use digital technologies including Google applications and/or Microsoft Office</td>
<td>Essential</td>
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<tr>
<td>Communicate effectively in verbal and written formats</td>
<td>Essential</td>
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<tr>
<td>Assist others to organise activities</td>
<td>Essential</td>
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**Behaviours:**

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<tr>
<th>Behaviour</th>
<th>Essential</th>
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<tr>
<td>Works collaboratively with others</td>
<td>Essential</td>
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<tr>
<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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