



Job Title: Library Assistant

Unit/School: Digital and Library Services

Grade: 3AB

HERA: LIS30

## Core purpose of role

This role will be responsible for the effective delivery and promotion of Library Services at Cardiff Metropolitan University, providing a quality and customer-focused Library service for the benefit of all users.

## Key responsibilities and contributions

- Uphold customer service excellence through proactive maintenance and development of the Library environment, services, collections and team, with adherence to risk management and health and safety standards.
- Ensure a professional, timely and customer-focused response to enquiries received, answering and referring these to other departments as necessary.
- Resolve problems and make sound decisions to ensure the effective delivery of services within your own level of responsibility, referring more serious matters as appropriate.
- Support and contribute to the effective use of Library resources, systems and services throughout their lifecycle; ensuring that related policies and procedures are current, implemented, and that best practice is upheld.
- Undertake routine manual, automated and administrative tasks to assist the financial, acquisitions or other requirements for Library Services, using the appropriate mechanisms. E.g., LMS and Agresso systems, MS Office, as well as paper-based record-keeping systems.
- Undertake and engage in technical and administrative tasks to support data handling; library processes and procedures; systems development; collection maintenance.
- Help to maintain public areas of the building during opening periods, to include clearing tables of library materials and litter, clearing books from tables to trolleys, tidying the study furniture, re-shelving books etc.
- To carry out tasks and functions within the User Engagement Team which may be directed by other departments such as Academic Services or Content and Scholarly Communications to support the development and evolution of services to suit the needs of end user / customer.



- Engage in the development and exploitation of Library collections and systems, inclusive of selection, acquisition, management, policy and procedure creation, workflow analysis, audit and evaluation activities.
- Contribute to the design, development, quality assurance and evaluation of Library Services, as part of the Library team. This will include project group membership and participation.
- Engage in continuous professional development through enhancing library and ICT skills, attendance at L&IS events and training sessions; as required and relevant.

## **Person specification**

### **Essential qualifications / Professional memberships**

- GCSE English and Maths grade C or above or equivalent.

### **Essential experience, knowledge and skills**

1. Knowledge of Library services within an HE, public or commercial setting.
2. Understanding of the application of ICT in higher education inclusive of library management systems, discovery services and other learning technologies.
3. Sound inter-personal skills, possessing a courteous and helpful approach.
4. Excellent communication skills with students, staff or in a customer service setting.
5. Ability to perform well working in a team.
6. Excellent time-management skills, with the ability to manage multiple tasks and, where necessary, projects.
7. Proficient IT skills including MS Office applications.
8. Ability to undertake routine manual, automated and administrative processes.
9. Flexibility to adapt to changing work demands and priorities and to improve own skills in accordance with such developments.
10. Experience of providing an effective, helpful and timely response to customer enquiries in a work setting.
11. Commitment to equal opportunities.
12. Willingness to travel and operate across university campuses and to collaborate with partners where appropriate.



## Desirable

1. Two A-levels or equivalent. Degree qualification or equivalent level of experience.
2. Good understanding and experience of the application of health and safety practice and procedures. E.g., First aid and/or fire evacuation.
3. Experience of working within a library, IT or customer-facing working environment. Experience of being able to find solutions to customer service enquiries and be able to refer on when necessary.

## Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
<b>A1 – Beginner</b> Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
<b>A2 - Basic user</b> Can deal with simple, straightforward information and communicate in basic Welsh.				
<b>B1 - Intermediate user</b> Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
<b>B2 - Upper intermediate user</b> Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
<b>C1 - Fluent user</b> Can communicate fluently in Welsh.				
<b>C2 - Master user</b> Can communicate fluently on complex and specialist matters in Welsh.				



## **Disclosure & Barring Service requirements**

This post requires a basic DBS check.

## **Supporting information**

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.