DE MONTFORT
UNIVERSITY
LEICESTER

Job Description

Job title: Apprentice Information Assistant: Enquiry Service

Directorate: Library and Student Services

Grade: B   **Role profile:** ISC1

Full Time: 37 hours a week (one evening a week during TT)

2 Year Fixed Term for duration of Apprenticeship

	Duties of the role
Overall purpose of the role	The Apprentice Information Assistant: Enquiry Service position plays an important role in contributing to the delivery of a high-quality student experience, through the provision of an excellent customer enquiry service, welcoming and safe learning spaces and seamless access to print stock and equipment. This is a campus-based role.
Main duties and responsibilities	They will receive full training to be able to: **Support the student and visitor experience** 1. To contribute to the provision of a customer focused student experience, ensuring the ongoing effectiveness, efficiency and delivery of the enquiry service. This includes: • Proactively assisting users with general, directional, procedural and information enquiries through face to face, telephone, online and email services. Owning and resolving queries at the first point of contact, triaging queries and referring to specialist expertise when necessary. • General enquiries will include: library services and systems, support for customers' use of IT, electronic information sources and software packages. A working knowledge of the services provided by other central service departments at the university will also be required in order to answer and redirect enquiries appropriately. • Participate in roving patrols of library spaces to provide proactive assistance for customers away from the main help desks and provide basic technical assistance and fault rectification for DMU equipment, assistive technologies and library spaces. • Following departmental and university policies, respond to student behaviour issues, feedback and complaints, exercising judgement in how to handle a situation and when to escalate to supervisors as appropriate. • Assisting with the organisation of user experience and engagement activities including tours, external stakeholder visits, focus groups, open days etc. • Contribute to the development and updating of service communications (print and digital), including signage, displays, leaflets, web pages, social media messages etc. **Maintain library spaces and facilities** 2. To contribute to the provision of welcoming, inclusive, accessible and safe study environments for students and visitors. This includes:

	Duties of the role
	• Proactively welcoming and managing student and visitor access to our learning spaces. • Checking, maintaining and applying simple preventative maintenance on equipment, such as university PC's, Multi-Functional Devices, laptop lockers and self-service machines. • Reporting cleaning issues and faults to the team leaders and the Operational Support Assistant. • Assisting with fire evacuation. • Assisting the Library Experience Managers with the response to service shortfalls and critical incidents, in line with the Directorate's Business Continuity Plan.

Support the circulation of physical stock / stock management

3. To contribute to the support of the effective circulation of physical items, including laptop loans. This includes:

- Assisting students in finding and locating physical items and using the self-service machines.

- Accurately shelving and tidying physical items in a timely manner.

- Supporting the Click & Collect service through processing requests, finding and posting items.

Service Development

4. To contribute to the development of library services. This includes:

- Contributing to team projects/initiatives to deliver service developments, generating new ideas and approaches to service delivery.

- Communicating regularly and effectively through team meetings, one-to-one meetings and electronically.

- Maintaining an awareness of services provided across campus.

- Carrying out basic administrative tasks that support the effective running of the library service.

- Keeping up to date through appropriate and mandatory training to support the delivery of the service and the needs of this role.

Other

- Perform any other duties commensurate with the job grade as reasonably required from time to time.

- As part of the wider Library and Student Services Directorate, the role may provide support for activities at key times of year (e.g., welcome, open days, confirmation & clearing) and actively contributes to the delivery of enhancing student experience.

- Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

- All members of staff are responsible for their contribution to improved

Duties of the role
environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land. • The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

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Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
Qualifications, knowledge and experience	Good standard of education to GCSE level or equivalent, including English and Maths	Essential	x			x
	Have the ability to work in a busy customer service environment	Essential	x	x		
Customer Service	Commitment to working with a customer focus and delivering a high standard of service	Essential	x	x		
	Confidence to engage proactively with customers, including addressing behaviours within our learning spaces	Essential	x	x		
	Confidently and proactively engage with a diverse student and staff body	Essential	x	x		
	Good collaborative working skills	Essential	x	x		
	Ability to communicate effectively, by actively listening and assessing how best to respond to customer queries	Essential	x		x	
	Ablility to convey complex information to both staff and students	Essential	x		x	
Behavioural qualities	Flexible and innovative approach to problem solving	Essential	x	x		
	Ability to work without direct	Essential	x	x		

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
	supervision once suitably trained.					
	Ability and willingness to learn new skills and enhance existing skills	Essential	x	x		
IT	Competent user of IT, including knowledge of the Microsoft Office suite	Essential	x		x	
	Confidence to explore and exploit digital technologies to help users and answer online enquiries	Desirable	x	x		
	Proactive engagement with new technology	Desirable	x	x		

*A = Application Form; I = Interview; T = Test; D = Documentary Evidence