

## Job Description

**Job title: Information Assistant: Enquiry Service**

**Directorate: Library and Student Services**

**Grade: C**

**Role profile: ISC1**

**Part time: Term time only (34 weeks of the year)**

**Permanent**

**6 hours on a Saturday and/or 6 hours on a Sunday (1pm to 7pm)**

	Duties of the role
<b>Overall purpose of the role</b>	<p>The Information Assistant: Enquiry Service position plays an important role in delivering 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.</p> <p>This is a campus-based role.</p>
<b>Main duties and responsibilities</b>	<p><b>Supporting the student and visitor experience</b></p> <ol style="list-style-type: none"> <li>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: <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• Assisting with the organisation of user experience and engagement activities including tours, external stakeholder visits, focus groups, open days etc.</li> <li>• Contribute to the development and updating of service communications (print and digital), including signage, displays, leaflets, web pages, social media messages etc.</li> </ul> </li> </ol> <p><b>Maintaining library spaces and facilities</b></p> <ol style="list-style-type: none"> <li>2. To support the provision of welcoming, inclusive, accessible and safe study environments for students and visitors. This includes:</li> </ol>

- 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.

### **Circulation of physical stock / stock management**

3. To support 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 environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the

	<p>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.</p> <ul style="list-style-type: none"><li>• 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.</li></ul>
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## Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
<b>Qualifications, knowledge and experience</b>	Good standard of education to GCSE level or equivalent, must include English.	Essential		x			x
<b>Experience and Customer Service focus</b>	Experience of working in a busy customer-focused environment advising customers, on a face-to-face basis, electronically and by telephone.	Essential		x	x		
	Experience of engaging with customers, to provide and advise on a safe and welcoming environment		Desirable	x			
	Experience of working with students.		Desirable	x			
	Able to provide a service to a range of people to promote good relations and equality in accessing resources within library services.		Desirable	x	x		
	Demonstrate ability to find, retain and communicate accurate information to customers and colleagues to effectively answer queries and resolve problems.	Essential		x			
	Experience of completing administrative tasks to support the delivery of customer service and to continuously improve service standards.	Essential		x	x		
	Able to deal with personal data, and have an awareness of data confidentiality, GDPR and Data Protection Act.		Desirable	x	x		
<b>Behavioural qualities</b>	Ability to identify issues and provide flexible and innovative solutions for customers.	Essential		x	x		

	Proactive team player, who supports colleagues in developing skills and delivering services.	Essential		x	x		
	Ability to use your own initiative and deal with unexpected situations and last minute-changes.	Essential		x	x		
	Ability to learn new skills and information, as well as enhancing current skills to support delivering the service.	Essential		x	x		
<b>IT</b>	Good IT and database skills, including familiarity with standard office software packages, such as Office 365, including Outlook and Teams.	Essential		x			
	The ability to use technology effectively and efficiently to support our customers and deal with online enquiries.		Desirable	x	x		
<b>Additional Requirements</b>	Willingness to work outside of normal working hours including evenings and weekends	Essential		x	x		
<b>Our Values and Behaviours at DMU</b>							
<b>We are Collaborative</b> – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on	Essential			x		
<b>We are honest and Compassionate</b>	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential			x		
<b>We are innovative and Creative</b>	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential			x		
<b>We are a community</b> – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential			x		

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