CITY OF GLASGOW COLLEGE

POST DESCRIPTION AND PERSON SPECIFICATION

POST   Information Assistant

SALARY   Grade 2 (Bar) : £17,757 - £18,537 per annum

HOURS OF DUTY   35 hours per week

LOCATION   Across both campuses

REPORTING TO   Librarians

RESPONSIBLE FOR   N/A

KEY RESPONSIBILITIES

1. Deliver a friendly customer-focused service.
2. Service point duties dealing with face-to-face, telephone and electronic queries, information retrieval and point of sale including handling small amounts of cash.
3. Assist library users with access to software and equipment and become an advocate for the use of digital resources in learning and teaching.
4. Provide first line support to library users to resolve any problems and signpost to other services as appropriate.
5. Back-of-house and other operations in agreement with professional staff e.g. cataloguing, monitoring consumables, initiating resource procurement orders, serials check-in including prediction pattern management and generating associated reports.
6. Contribute to a welcoming and effective learning environment.

KEY ROLES

1. To provide an active front-facing role delivering a pro-active, dynamic, technology-rich Library service to the College community.
2. The ability to communicate with Library users from a wide range of ability levels, linguistic, religious and cultural backgrounds often in challenging circumstances and deliver an appropriate response and support.
3. Develop and maintain a broad digital skills set including competence with Microsoft Office, library systems, digital resources, and online communication technologies.
4. Develop skill set to meet evolving needs of readers.

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GENERAL

1. Implement and promote College policies, particularly those relating to safeguarding and equality & diversity in all aspects of College operations.

2. Implement Health and Safety and security measures in accordance with statutory and College requirements.

3. Be a role model and operate at all times supporting College values and corporate management.

4. Actively develop yourself through staff development and training activities and review own performance and the performance of those who are responsible to them.

5. Undertake any other duties consistent with the key responsibilities and duties of the post, as directed.

6. Develop effective working relationships internally and with external partners.

Every Post Description will be subject to review;

1. **Within six months of appointment**

2. **Thereafter, on an annual basis**

3. **As a result of agreed staff development / personal development needs**

4. **As a result of team / operational requirements or strategy changes.**

This job description sets out the principal responsibilities of the post at the time it was compiled. Such duties may vary from time to time without changing the general character of the duties or the level of the responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

MANAGER SIGNATURE	
DATE COMPILED	
EXECUTIVE AUTHORISATION	

POST DESCRIPTION AND PERSON SPECIFICATION

PERSON SPECIFICATION

JOB TITLE		FACULTY/ SECTION	
Information Assistant		Libraries and Learning Technologies	

FACTOR	ESSENTIAL	DESIRABLE	Means of Assessment
Qualifications and Training	SVQ Level II/ 3 Higher grades or equivalent level qualification or demonstrable experience		• Application
	Evidence of continuous professional development		• Application
		ICT qualification (ECDL or equivalent)	• Application
		Working knowledge of a foreign language	• Application
Occupational Experience	MS Office applications (including Word and Excel)		• Application
	Customer care experience		• Application
		Experience of working with diverse groups in a library or academic environment	• Application
		Relevant administrative experience	• Application
Personal qualities and competencies	Good communication, liaison and networking skills		• Interview
	Customer-focused and capable of delivering excellent service		• Interview
	Effective team player		• Interview
	Tact and discretion		• Interview
	Ability to manage conflicting priorities and meet deadlines to the satisfaction of all parties		• Interview

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FACTOR	ESSENTIAL	DESIRABLE	Means of Assessment
	Willingness to learn and actively develop skill set		• Interview

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