UNIVERSITY OF WARWICK

Job Description

Job title	Learning Space Senior Library Assistant
Department	Library
Grade	FA3

Job purpose (a brief summary of the role)	Responsible for the day-to-day provision of Learning Spaces. Team service provision ensuring effective, efficient and high-quality services are delivered at all times.
Duties and responsibilities	**Service Delivery:** Day to day managing workflow and procedures, to ensure service standards are met. This will require the post holder to: • Support the maintenance of facilities and equipment by reporting faults and failures, ensuring the fabric, fixtures and fitting of facilities are fit-for-purpose, clean and presentable. • to support the Library Learning Space Officer with the procurement of goods and services and to ensure the prompt delivery and replenishment of goods and consumables, maintaining adequate stock levels and replenishment. • ensure fault reporting, facilities enquiries and complaints are handled appropriately and where appropriate, referring/escalating specialist/complex queries or complaints to appropriate area in accordance with agreed procedures. • work collaboratively with other teams within the Library and the wider University as appropriate to develop spaces to support specific communities and to ensure customers experience comprehensive, consistent and efficient Library services • To engage with customers in Library spaces, managing the availability of study desks, carrying out occupancy counts and other space usage audits/data gathering as required. **To provide Administrative Support for the Library Facilities by:** • Maintaining an accurate, up-to-date and comprehensive database of Library owned IT equipment and furniture. • undertaking regular building/site checks e.g., blinds, furniture. • Obtaining quotations from suppliers, referring instances where formal tendering is required to the Library Learning Space Officer. • Advising on delivery dates for furniture and equipment, checking invoices as required. Arranging transport and deliveries. • To make recommendations for online/digital content related to the Library Learning Space Team services. • To actively monitor the performance of the service on an ongoing basis, providing management information and statistics as appropriate. Maintain accurate records of performance and procedures, utilising these as appropriate to inform development of the services. • To supervise contractor works to ensure they are working safely, escalating any issues. • The ability to use and maintain hand tools to carry out a range of basic maintenance and minor repairs to equipment, furniture, or fittings, helping to keep the environment safe, functional, and well-presented

	Health and Safety Responsibilities • To ensure Building and Health & Safety Checks are undertaken. • To carry out and update routine risk assessments. • Responding to incidents involving health and safety. Recording, reporting and escalating health and safety incidents via appropriate channels and in a confidential manner. • Supporting the Library Learning Space Officer to ensure all required legal/statutory and other controls and checks are undertaken in accordance with laid down procedures. • In the absence of relevant personnel be the contact for Library/University staff, contractors, suppliers and emergency services, reporting as appropriate and in accordance with Library practice. The post holder may be required to work at any Library facility and cover any shift (shifts by prior agreement). As required, undertake any other duties commensurate with the role.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Good general education to at least A-level standard or other relevant work experience.	A & C
E2	Customer focused with a strong commitment and experience to the provision of high-quality service within a busy customer orientated environment.	A & C
E3	Experience of developing and delivering training.	A & D
E4	Good working knowledge of health and safety issues, including experience of ensuring a safe environment for employees and customers.	A & C
E5	Experience of handling difficult situations and good negotiating skill.	A & C
E6	Able to undertake manual handling activities e.g. moving office furniture and equipment whilst complying with manual handling best practice.	A & C
E7	Confident inter-personal, communication (written and verbal) skills together with experience of working with a diverse customer base.	A & C
E8	Evidence of effective teamwork.	A & C
E9	Proficient IT skills with demonstrable experience of commonly use IT applications and tools, including word processing, spreadsheet, email and other electronic communication channels, Internet and databases.	A & C
E10	Well-developed organisational and effective time management skills. Skilled at multi-tasking and working quickly and accurately under pressure.	A & C
E11	Adaptable and resourceful in meeting the demands of the service.	A & C
E12	Evidence of keeping knowledge and skills up to date and responding positively to change.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Experience of basic maintenance tasks.	A & C
D2	Experience of furniture/equipment tracking and asset management.	A & C
D3	Experience of enquiry handling and tracking.	A & C
D4	Current IOSH accredited Certificate.	A & C
D5	Full UK or EU equivalent licence, including D1 category, which has been in force for at least one year and have no serious driving convictions (any period of disqualification must have expired by at least 1 year).	A & C