

# JOB DESCRIPTION

**POST:** Information Adviser

**REF:**

**DEPARTMENT:** Library and Learning Services

**GRADE:** 3

**REPORTING TO:** Senior Information Adviser

**SUPERVISORY RESPONSIBILITY:** None

# JOB PURPOSE:

To provide an excellent customer focussed service through the provision of high-quality information, advice and guidance to students, staff, and visitors of the University in person, at one of the University’s information desks, or online. You will triage enquiries for specialist teams within the Student Success and Learning Services directorate and key teams supporting students across the University.

You will assist the Senior Information Advisers and the Customer Services Manager in creating a welcoming, positive, and proactive experience for students, staff and visitors to the Fountains Learning Centre and Holgate Student Centre. You will support a range of customers through the maintenance of spaces, resources and collections, open day support and library tours, as required. This may include providing out of hours support and referral, dependent on working pattern.

# DUTIES AND RESPONSIBILITIES:

**Duties and responsibilities may vary dependent on location.**

1. Provide first-line help and information for Library, IT, Print, Disability, Funding Advice and Wellbeing Services and other key University teams in person (through the desks in Fountains and Holgate), by telephone or online. This may include the ability to deal with students in crisis. Staff may also be required to handle cash and payments.
2. Effectively and efficiently handle and log large volumes of enquiries, understanding triage and referral processes for ensuring queries are passed to the relevant specialist teams appropriately, in compliance with GDPR and data protection legislation and policy, and with all relevant information.
3. Work effectively with appropriate software applications and systems as required to ensure day-to day operations run smoothly. These include systems covering customer relationship management (CRM), library management (LMS), SITS, scanning software, MS office, incident management and online information discovery tools.
4. Provide desk based and roving support to identify questions and issues throughout Fountains and Holgate.
5. Create and maintain an inclusive and welcoming environment that supports all students and staff.
6. Provide advice on the basic use of University systems and equipment such as self-service equipment (kiosks, lockers, printers, photocopiers etc.) and initial troubleshooting of issues.
7. Undertake general administrative work which underpins the work of the Information Desks in Fountains and Holgate and those of the teams within the Student Life directorate.
8. Work as part of the team managing learning environments across Fountains and Holgate ensuring service policies and procedures are observed and Health and Safety standards are met. This may include keeping areas tidy, reporting issues to the maintenance team, shelving and tidying stock, checking laptop lockers, and assisting with annual projects.
9. Participate in continuous development of the Information and Advice Team and the team’s business processes and procedures. Take an active role in the evolution of the Student Success and Learning Services directorate and the Library and Learning Services Strategy.
10. Provide support to students who require additional support and assistance. This may include assisting in the creation and sourcing of alternative formats of resources for students with additional support needs, this would include the scanning and digitisation of books and other publications.
11. Assist with project and event work, such as Welcome Week, University and service campaigns, book audits and stock moves. This may include staffing displays and physical work such as moving trolleys containing books and other items.

## Plus

* Any other duties as may reasonably be required.
* Ensure that the highest standards of professional performance are maintained.
* Demonstrate a personal commitment to equality, diversity and inclusion and ensure equal opportunities are integral to the work of the department.
* Ensure compliance with relevant legislation and statutory codes of practice, as advised.
* Participate in the arrangements for performance review.
* Ensure that professional skills are regularly updated through participation in training and development activities.
* Ensure all University policies are implemented within the remit of this post.

# HEALTH & SAFETY

Under the Health & Safety at Work Act 1974, whilst at work, members of staff must take reasonable care for their own health and safety and that of any other person who may be affected by their acts or omissions.

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post’s main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

# PERSON SPECIFICATION

**POST TITLE:** Information Adviser

**SCHOOL / DEPARTMENT: Library and Learning Services**

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

## Education & Training

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Educated to A level standard or equivalent experience | Essential | Application |
| Evidence of competence in using Microsoft Office (Word, Excel, etc.) | Essential | Application / Test |
| Customer service training | Desirable | Application |

## Knowledge & Experience

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| An understanding of the essential elements in delivering an excellent customer focussed service with appropriate evidence of experience | Essential | Application / Interview |
| Demonstrable experience of maintaining, updating and organising accurate data and information | Essential | Application / Interview |
| Experience of supporting customers with diverse needs and requirements | Essential | Application / Interview |
| Experience of using enquiry handling/management tools | Desirable | Application / Interview |
| Experience of supporting students in a Higher Education setting | Desirable | Application / Interview |
| Awareness of issues relating to data protection, GDPR and copyright | Desirable | Application / Interview |

## Skills & Attributes

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Personal commitment to equality and an understanding of what this means in practice. | Essential | Application / Interview |
| Good communication and interpersonal skills with the ability to comprehend, analyse and respond to complex oral and written enquiries. This includes capturing queries accurately and concisely for triage. | Essential | Application / Interview / Test |
| Ability to maintain a high quality, proactive and responsive customer service in a fast paced and busy working environment meeting the needs of a diverse range of customers | Essential | Application / Interview |
| Ability to work effectively as part of a team or as an individual | Essential | Application / Interview |
|  Ability to move trolleys and lift books (the post may involve periods of physical activity which includes bending, lifting and climbing on kick steps). | Essential | Application / Interview / Test |
| Ability and confidence to learn and interface with multiple systems, software and equipment. | Essential | Application / Interview |
| Ability to deal with individual customers sensitively and constructively while maintaining confidentiality | Essential | Application / Interview |
| Ability to work collaboratively and proactively across teams | Essential | Application / Interview |

## The Leading in York St John Framework

YSJ is my University, I choose to be here, and I show my commitment by contributing to its long-term success. This Framework is used in our Recruitment & Performance Development Reviews, please take these into consideration when making your application and in your role.

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| **Self-Assured**  | I take personal responsibility. If not me, then who? If not now, then when? |
| **Agile** | I am proactive, creative and responsive in testing solutions. I continuously adapt my Approach. |
| **Socially Aware** | I contribute my knowledge, skills and time to the broader University community. |
| **Tenacious** | I confidently and passionately contribute my ideas and support others to do the same. |
| **Open-Minded** | I communicate with empathy and positivity, without prejudice. |