

QA

**JOB
DESCRIPTION**



1. JOB SPECIFICS

Job Title:	Library Assistant (evenings and Saturdays)
Reports to:	Head of Learning Resources
Location:	Birmingham
Department:	QAHE Operations

2. ABOUT THE ROLE

What you'll be doing?	Ensuring students and staff enjoy the library environment and find it conducive to their learning and working; assisting with using the full range of learning resources and other library services; maintaining circulation, enquiries and other library operations.
Key Responsibilities	<ul style="list-style-type: none"> • Dealing with library enquiries in person, by phone and email • Maintaining the library service desk operations • Assisting with stock circulation, incl. issuing and returning loans, and processing reservations and late return payments • Shelving and tidying stock, maintaining the library environment conducive to learning • Providing support to staff and students in using a VLE and other university systems • Providing support to students in using PCs, MFDs, self-service kiosk and other applicable technologies • Troubleshooting basic IT and facilities problems in the library • Assisting librarians with the programme of orientation and information skills training • Maintaining Library noticeboards, signage and guides • Opening and closing routines • Carrying out any other duties commensurate with the grading of the post.
KPIs & SLAs	User and peer feedback
Key Working Relationships	Library Assistants Librarians: Learning & Teaching, and Systems Head of Learning Resources

3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> • Ability to meet the needs of learners from a wide range of backgrounds
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	<ul style="list-style-type: none"> • Focused on delivering and promoting outstanding customer service. • Good oral and written communication skills, including the ability to effectively communicate complex information • Good IT skills (office applications and email) • Ability to work independently whilst recognising when support and guidance are appropriate • Excellent interpersonal skills, including the ability to be assertive whilst remaining sensitive to staff and students from a variety of backgrounds • Well-organised and methodical, able to work accurately with speed
Your Experience	Successful experience of a customer-facing role in formal employment or voluntary work
Your Knowledge	Interest in developments in the field of library and information work
Your Qualifications	Good level 3 qualification or higher, degree preferred
What you'll bring to QA	<ul style="list-style-type: none"> • Interest in making students' experience meaningful and rewarding • Interest in development in the areas of information management, pedagogy, customer service and other related disciplines • Ability to develop effective relationships with colleagues across teams and departments • Willingness to undertake a DBS check prior to formal start date being confirmed]

4. ABOUT QA

About us

We shape the next generation of technologists, leaders and innovators.

By powering potential – the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.

Why we do learning

For over 30 years, we’ve worked in technology – where the impact of great learning is changing the world.

A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries – they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.

Driving this revolution? People.

And this is where we come in.

People advancing their knowledge in technology – to enrich society – build a new culture – better how we live our lives, and how we work together.

People are learning to use technology to drive phenomenal change. This is our passion – powering their potential.

We promise to be

Bold

- Ambition is great. We set ambitious targets – holding ourselves and others to ever-higher standards.
- We contribute (insightfully) to the debate inside and outside QA.
- We move. Quickly. We respond to your needs – fast.

Collaborative

- We spend time getting to know you – our learners and our customers – to earn your trust.
- We connect a solution to your problem – we have tonnes of different services to help you.
- We’re the positive person who actively gets stuck in to solving problems.

Progressive

- We embrace change – and support it.
- We challenge ourselves to use the latest technologies and methods – no matter how out there.
- We’re curious – about what you do, about what the person next to you does, about our customers and our learners.

<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives – you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years) – with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> ○ Season ticket loan ○ Corporate discounted gym membership ○ Cycle to work scheme
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