Job title:	IT & Library Assistant
Reports to:	Customer Support Librarian
Business area:	IT & Library Services
Responsibility for others:	No

Purpose and context:

To contribute to technical support for customers

To support customers by facilitating learning

To develop customer's understanding of all available resources

To contribute to the maintenance of an appropriate study environment

Libraries play a vital role within the Group in supporting teaching and learning. The IT & Library Assistant role is customer facing and the focus is on providing appropriate technical and learning support for students. Each Library caters for the curriculum areas based at the relevant College. The libraries provide a range of resources, study space and access to computers/laptops.

Supporting students' use of the IT facilities provided and helping them to use their own devices are both key elements of the role. This includes helping students to access and use Wi-Fi, Microsoft Authenticator, Microsoft Office, Microsoft Teams, the Student Portal and Student App, and online resources. A good working knowledge of IT for both administrative and teaching/learning purposes is required. Systems change regularly and being able to adapt and embrace regular training is essential.

The library staff work on a team basis, and the post holder must be capable of working as a member of a team with a flexible and adaptable approach to work. The hours of work are distributed Monday through Friday to match the current opening hours of the library. These may be subject to change. The post holder may be required to cover work at another campus Library on an ad hoc basis. The post may temporarily or permanently move campus in response to changing service or curriculum need.

The following list is intended to give an indication of the range of duties and responsibilities

attached to the post and does not attempt to specify all aspects of the role.

Duties and responsibilities:

- Provide customer facing technical support for mobiles, laptops and software applications at a Tier 1 IT level
- Undertake a range of administrative duties to ensure the effective operation of the Library and IT helpdesk
- Support the learning process by assisting customers with their information seeking requirements through books and online resources
- Assist in the maintenance of an appropriate study environment
- Develop and promote access to resources both in the library and through a strong online presence
- Assist in the collection and development of resources appropriate to the library
- Return books and resources to the shelves and maintain stock in numerical order
- Utilise a wide range of software to support all aspects of the role

- Undertake any other relevant duties as directed by the Librarian in charge

Responsibilities of all employees at Heart of Yorkshire Education Group:

- Undertake a proactive approach to safeguarding and promoting the welfare of all students, ensuring personal compliance with all Group policy and procedure relating to the safeguarding of students.
- Be alert to any indication or allegation of abuse and take appropriate action, as necessary.
- Committed to upholding British Values, celebrating equality and diversity, and maintaining a culture of respect and tolerance.
- Celebrate and value the diversity brought to our workforce by individuals, providing positive role models and an all-inclusive approach.
- Act in accordance with data protection legislation.
- Participate in team meetings and development opportunities as identified.
- Ensure the health and safety of students, staff, and resources within their scope of responsibility.
- Ensure risk assessments are undertaken, updated, and submitted in line with Group policy.
- Undertake appropriate learning and development, to the equivalent of at least 30 hours (pro rata) each year.
- Ensure students receive a positive introduction into Group life through involvement in all identified aspects of the enrolment process.

Our Values:

Our values act as the moral compass for our organisation. They encapsulate the way we do things, how we behave and how we make our decisions. These are the values we stand behind -

Respect
We clearly communicate with transparency and integrity and show kindness and passion for the things we do

Inclusion
We create a safe and sustainable environment where all can thrive, enabling creativity and individuality

Ambition
We aspire for excellence, continually growing and looking for opportunities to innovate and develop

Collaboration
We take individual and collective accountability and work together to seize opportunities to continuously improve

This Job Description is intended to provide a guide to the duties and responsibilities of the post and to set in context within which the post holder will operate, duties may vary from time to time without changing the general character of the post. It should not be regarded as a legal document or a set of conditions of service.

An appointment to this post will be subject to an enhanced disclosure from the DBS, Children's Barred List (List 99) check, receipt of at least two satisfactory references, provision of evidence of identification and right to work, evidence of essential qualifications and medical clearance.

Person Specification: IT & Library Assistant		
NOTE TO APPLICANTS – please ensure you note in your online application form how you meet the criteria below. This is used for shortlisting purposes.	**Criteria: Essential Desirable**	**Assessed: Application Interview Task References**
<u>Qualifications and Training:</u>		
GCSEs in English and Maths A*-C/9-4 or equivalent	Essential	Application, Interview
Level 2 IT qualification or equivalent IT experience/skills	Essential	Application, Interview
Safeguarding and Prevent training (or to be completed within one month of appointment)	Essential	Application
<u>Relevant Experience:</u>		
Experience of using Microsoft Office for administration	Essential	Application, Interview
Experience of dealing with customers in a busy environment	Essential	Application, Interview
Experience of assisting Library users to find books and information	Desirable	Application, Interview
Experience of shelving returned stock	Desirable	Application, Interview
Experience of supporting learning through IT	Desirable	Application, Interview
<u>Skills and Knowledge:</u>		
Understanding of numerical classification and number sequence	Essential	Interview
Excellent interpersonal skills	Essential	Interview
Good telephone manner	Essential	Interview
Good technical and administrative skills	Essential	Application, Interview
The ability to form and maintain appropriate relationships and personal boundaries with students	Essential	Application, Interview, References
<u>Additional Factors:</u>		
A friendly, professional approach	Essential	Interview, References
Ability to deal with problems in an open and friendly manner	Essential	Interview, References

High level of accuracy	Essential	Interview
Polite, and able to display tact and diplomacy in dealing with all levels of staff and students	Essential	Interview
Flexible approach to working practices	Essential	Interview
A good team member	Essential	Interview
Ability to work on own initiative	Essential	Interview
Ability to adapt to change	Essential	Interview
Ability to work in a busy environment	Essential	Interview
A commitment to the principles of Equality and Diversity	Essential	Interview
As the Group is a multi-campus site, flexibility and willingness to work across all sites is required	Essential	Interview

Please note that due to the volumes of interest and applications, we are unable to give individual feedback to applicants where they have not been shortlisted and selected for interview.