**Job Description**

**Library and Learning Resources Assistant**

**Hours of Work:** 8hours per week: Saturday – Sunday 10.00am-2.00pm

**Hourly rate:** National Minimum Wage

**Holiday Entitlement:** 41 hours

The Sherwood Psychotherapy Training Institute is an educational organisation providing professional training in Psychotherapy and Counselling, from introductory level through to BSc and MSc. We have an exciting opportunity for a library assistant to join our established administrative team. The successful candidate will be key in supporting the delivery of friendly, effective, well organised and responsive library and student resources to our students in our small but comprehensive library. If you have excellent organisational, interpersonal and IT skills, experience of working in a library environment and would welcome the opportunity to work both independently and alongside our admin, support and training teams, we would love to hear from you!

This post is part time and term time only, 8 hours per week, 42 weeks per year September to July, based in our Castle Quay premises.

The successful applicant must have at least 12 months experience in a customer facing role, preferably working within a library environment, and must have excellent organisational, administration and IT skills. They must be educated to GCSE, or preferably A level equivalent.

The post incorporates a variety of tasks and responsibilities. These include: managing the library loans service; supporting students to access library resources both online and hard copy; maintaining and updating library records; tidying, organising and checking library stock, and liaising with the programme teams to ensure library and other student resources are reviewed, updated and renewed on an annual basis. The post does involve some lone working hence the successful candidate will need to be flexible, adaptable and be able to prioritise tasks. They will be able to work as part of a team and to use their own initiative and to work closely with current students, graduates and staff. Excellent interpersonal skills, with a pleasant, confident and engaging manner are essential to respond to student enquiries and support students to access resources.

**Main Tasks and** **Responsibilities**

* Receiving and assisting library users and ensuring they are supported effectively to access library and other resources.
* Answering telephone and email enquiries from current students, graduates, academic staff and responding appropriately and promptly.
* Computer work including word processing and data inputting, maintaining the library database, receiving e-mails, responding, forwarding to the relevant person where necessary.
* Sending e-mails and attachments to students, graduates, academic staff and suppliers.
* Maintaining and updating library records, reading lists and database.
* Updating and reviewing VLE resources through collaboration with teaching and administrative staff.
* Scanning and amending documents.
* Use of the library loans database to return, renew and loan resources to students.
* Assisting students with library queries, checking course reading lists, re-shelving books.
* Ordering library supplies.
* Checking and monitoring maintenance of reception and student resources and library areas.
* Handling of confidential and sensitive information with discretion and in accordance with GDPR and our information management policies.

**Person Specification – Library and Learning Resources Assistant**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Advantageous** |
| **Qualifications** | * GCSE or above including Maths and English
 | * A Levels or equivalent
* Qualification in office administration
* Relevant qualification e.g. Level 2 Certificate or Level 3 Diploma in libraries, archives and information services.
 |
| **Skills** | * Excellent communication skills
* Excellent inter-personal skills
* Excellent IT skills (Microsoft office, Word, Excel, Access, Internet)
* Excellent organisational skills and ability to multi-task and prioritize effectively
* Excellent administration skills
* Excellent team working skills
* Ability to work under pressure
* Excellent attention to detail
* Discretion when handling confidential information
 | * Knowledge and use of web tools
 |
| **Experience** | * At least 12 months office experience or front of house experience working with Microsoft Office, Outlook, Access,
* Use of databases
* Working in a team
* Working independently
* Working under pressure
 | * More than 2 years office experience
* Experience of work in an educational or counselling setting
* Experience of work in library setting.
 |
| **Personal qualities** | * A pleasant, confident and engaging manner
* Friendly and enjoys working with people
* Commitment to providing excellent customer service
 |  |