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| **Job title:** Information Resource Technologist**Reporting to:** Site Library Coordinator**Base:** Joseph Wright Centre, and Ilkeston (other sites as required) |
| **Hours:** 37 hours per week, 39 weeks per year **Contract Type:** Support **Holidays:** 20 days per year subject to service increases (5 days increase after 5 years); plus 6 College closure days per year where applicable and 8 statutory days pro rata**Salary:** £22,954 per annum pro rata, actual salary £19,807 |
| **Job Purpose**To support the College in providing Library, EdTech and basic IT support to staff and students. |
| **Key Responsibilities*** Assist students and staff with enquiries and digital and information needs.
* Provide excellent customer service at the library help desk and remotely, including loan and return of resources.
* Support development of student search skills and use of library resources.
* Administer overdue reports, processes, and charges.
* Promptly shelve returned materials and maintain order.
* Work with line manager to organise and promote reader inductions and deliver information and digital literacy training.
* Promote and deliver training for effective use of library resources.
* Develop learning materials and demonstrate access to information sources to staff and students.
* Ensure positive behaviours in library spaces and smooth facility function.
* Maintain and promote the library’s current promotions.
* Participate in resource selection, ordering and processing of new stock. Liaise with suppliers.
* Undertake routine stock maintenance and assist with the maintenance of the online library catalogue.
* Contribute to team meetings and attend professional meetings and training when directed.
* Collaborate with curriculum staff to ensure library resources meet needs.
* Assist with the training and induction of new team members.
* Help library users with software and equipment.
* Support users with technical queries regarding systems, MS applications, computer logins, and printer issues.
* Operate the library security system and people counters.
* Continuously update personal knowledge of IT developments and DCG activities.
* Participate in necessary training and development.
* Ensure compliance with quality standards, policies, and processes.
* Take responsibility for meeting both individual and team performance targets.
* Take on additional duties and projects as deemed necessary by the senior library team.
* Demonstrate flexibility in responding to changing demands in personal, sectional or the College’s workload.
* Proactively promote and comply with all relevant College practice, guidelines, policies and procedures, and legislation, including but not limited to: Safeguarding, Equality and Diversity, Health and Safety, and Data Protection.
* Undertake any other duties and responsibilities as may be reasonably required by senior personnel in response to changing demands in personal, sectional or the College’s workload.
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| **Person Specification**  |
| **Competencies** **Essential** * Excellent customer service skills
* Excellent Information and digital literacy skills
* Effective communication skills
* Strong organisational skills
* Problem Solving
* Attention to detail
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| **Knowledge & Experience**  **Essential*** Knowledge of Microsoft Office applications
* Customer services experience

**Desirable*** Data protection, GDPR and WCA Guidelines
* Awareness of Equal Opportunities
* Awareness of Copyright law
* Awareness of Safeguarding
* Awareness of Health and Safety
* Experience of working in a library
* Training users in information literacy skills
* Experience of working in an education setting
* Experience of working with young adults
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| **Qualifications****Essential*** Evidence of pursuing a personal programme of continuing personal development and growth.
* Level 2 English and Maths qualifications

**Desirable*** Relevant Level 2 qualification in Administration and/or Customer Service or willing to work towards
* Relevant Level 3 qualifications
* Information Learning Technologies qualification
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