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| **Job title:** Information Resource Technologist  **Reporting to:** Site Library Coordinator  **Base:** The Roundhouse (with the availability to work at all 4 campuses) |
| **Hours:** 37 hours per week, 39 weeks per year  **Contract Type:** Support  **Holidays:** 20 days per year; plus 6 College closure days per year where applicable and 8 statutory days pro rata  **Salary:** £22,954 per annum pro rata |
| **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. |
| **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 |
| **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 |
| **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 |