

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: Library Shelver Accountable to: Designated Line Manager (College Library Team) Department: Library Services Section: Academic Development and Services	Grade: 1 Salary: Location: One primary location as designated
Contract Length: Permanent Hours per week: 17.5 Weeks per year: 52	
Purpose of the role: To help maintain an environment that is conducive to the delivery of a high quality, customer-focussed, library experience at the University of the Arts London by undertaking a range of shelving duties and processes.	
Main Duties and Responsibilities: <ol style="list-style-type: none"> 1. Shelving, sorting and tidying library materials in order, in an accurate and timely fashion, in accordance with organisational health and safety practice. 2. Respacing material and rearranging shelves locally as necessary. 3. Set aside items with defective or damaged labelling or binding for attention of the library team. 4. Assisting with stock moves/reorganisation, and shelf checking stock lists, as required. 5. Clearing books from tables and ensuring study spaces are tidy. 6. Assisting library users in finding library materials including use of the library catalogue and answering basic directional enquiries. 7. Assisting with monitoring of library's quiet study spaces. 8. Upholding Library Services policies, procedures and service standards; to include reporting to senior staff and seeking prompt assistance from University Security Staff and Duty Managers as necessary. 9. Processing and repairing library materials as directed. 10. Other duties arising from the needs of the library service as requested by your line manager and appropriate to your grade. In addition the postholder will be expected to: <ol style="list-style-type: none"> 11. Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University. 12. Undertake health and safety duties and responsibilities appropriate to the role. 13. Work in accordance with the University's Equal Opportunities and Diversity Policy and the Staff Charter, promoting equality and diversity in your work. 14. Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities. 	

- 15.** Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- 16.** Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

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Person Specification	
Specialist Knowledge/Qualifications	Formal training or education to post-16 level, or equivalent
Relevant Experience	Experience of working in a customer service environment as relevant to the post
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Research, Teaching and Learning	Effectively delivers basic training or briefings to support understanding or learning
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day problems

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Library Services staff
- Students

Resources Managed

Budgets: none

Staff: none

Other (e.g. accommodation; equipment): none