
Job Description

Job Title	LRC Information Adviser
Reports to	LRC Manager

Key Objectives and Responsibilities

This opportunity is to join a small Learning Resource Centre team that provides library support to staff, participants and qualification students at Roffey Park Institute based near Horsham. You will undertake a range of duties that will ensure the provision of high quality, user-focused, library and information services to students, clients, and consultant staff, and contribute to the continuous improvement of the service. These duties, in support of ordering, discovery and access to printed and electronic resources provided by the LRC, include responding to enquiries and literature searches.

Key Tasks

SERVICE

- To provide a mediated search and enquiry service for Roffey Park participants, particularly those on postgraduate courses, LRC members, and Roffey Park consultant and research staff.
- To provide a welcoming environment to participants, delegates and other visitors to Roffey Park, maintaining a high level of customer service, providing assistance and direction as appropriate and assisting with the smooth running of the LRC.
- To provide information and research skills training in the use of the online catalogue and electronic resources for staff and students, including face-to-face sessions individually or for small groups.
- To proactively contribute to the knowledge requirements of the organisation.
- To develop and maintain an in-depth knowledge of the resources available in each subject area that is supported by the LRC, in order to provide the most comprehensive and up to date material available.
- To deputise effectively for the LRC Manager in their absence so that users perceive no alteration in service levels.

TEAM

- To communicate regularly and clearly with your colleagues to help provide the best service possible, establishing and maintaining effective working relationships across the Institute making suggestions and providing feedback to help improve the standards and services offered.
- To have a good understanding of all Roffey Park products and services and liaise with Roffey Park programme delivery teams and other staff.
- To attend and contribute to any team meetings, project groups and organisation meetings and training events and work as part of a motivated and professional team.

OPERATIONS

- General library material (book and journal) administration, including acquisition, cataloguing, classification and circulation using the Library Management System (Bailey Solutions Knowall).
- To assist with systems administration, including first line support for user IT problems with LRC platforms, bibliographic databases, and IT equipment in the LRC.
- To liaise with suppliers regarding orders.
- To ensure catalogue records are accurate and complete
- To occasionally obtain material not held in the LRC that has been requested by users, using the British Library.
- To check and verify bibliographic references on reading lists
- To assist in updating the LRC's web pages and in developing LRC information on social media sites.
- To have an understanding of the Copyright Act and the Copyright Licensing Agency, and to be able to provide guidance to LRC users and Roffey Park staff.
- Changes in the range of regular duties may result from developments in library services.

It is crucial to the success of the Institute that staff approach their roles in a flexible and resourceful way. The post holder may, therefore, be requested from time to time to undertake other appropriate duties not listed above, but within the overall scope of the role and in the best interests of Roffey Park.

Caring
&
Valuing

We care for and respect each other, our clients, suppliers and the environment. Every individual is different, has diverse skills, perspectives and aspirations, and we value all contributions.

Supporting
&
Challenging

We are committed to enabling individuals to achieve their full potential in all that they do. In a supportive and challenging way, we work alongside people to find their own answers and to be self-sufficient.

Inquiring
&
Developing

We believe in the power of learning and the possibility of growth. We are curious and always search for improvement, being honest and true to ourselves and others along the way.

What matters to us at Roffey Park

Person Specification

Attributes, experience, qualifications, skills

Specific Skills Qualifications and Experience

- A professional qualification in library and information work
- Experience of working in the academic/higher education sector or similar environment, and an understanding of current trends in higher education library/information services is desirable
- A good working knowledge and understanding of print and digital information sources and interest in the provision of information to students and staff in higher education or similar environment.
- A strong commitment to a high standard of user-focused service delivery.
- Demonstrable ability to deploy current information and communications technologies to communicate, instruct and promote the use of resources
- Excellent IT skills including Microsoft Word and Excel, email and the internet and able to enter, interrogate and extract bibliographic and numerical data with confidence and accuracy.
- Understands the information needs of others and is able to communicate information in a confident way both orally and in writing.

Personal Attributes and Behaviours

- Excellent verbal and written communication skills, working with a range of stakeholders and colleagues
- Evidence of commitment to continuous professional self-development
- Listens well and understands the perspectives of others
- Excellent accuracy and attention to detail
- Flexible, pro-active, problem solving attitude, responsive to the service and team priorities
- Good organisation and time management skills, with ability to prioritise, meeting deadlines with a minimum of supervision; with the ability to work on your own initiative and assume responsibility for the LRC and systems in the absence of the LRC Manager
- Persuading, influencing and negotiating skills
- Contribute effectively to, and work as part of a collaborative and mutually supportive team
- Promote positive image of the workplace with a professional manner and standards
- Ability to work flexibly to cover core LRC service hours
- The Institute's rural location means that having your own transport is preferable.

Hours of work, Salary and Benefits

This is a part-time post working 21 work hours per week, including Friday 9 am -5 pm with flexibility to work additional hours to cover annual leave. Salary £20,000 to £23,000 per annum pro-rata dependant on qualifications and experience.

Other benefits are:

- 25 days annual leave plus bank holidays pro rata, plus three discretionary days between Christmas and the New Year.
- Life assurance that provides a lump sum of four times your annual salary to your nominated dependents (non-contributory to employees).
- Participation in the annual reward scheme, which is run entirely at the discretion of the Board.
- Private medical insurance that provides private medical consultations and/or treatment when referred by a GP (non-contributory to employees, but taxable as a benefit in kind).
- Free parking and free refreshments whilst on duty at Roffey Park.
- Childcare vouchers, which provide tax and national insurance savings on childcare costs.
- Training and development opportunities in accordance with your job role.
- Free use of the swimming pool, gym and leisure facilities at Roffey Park at designated times and in accordance with Roffey Park's policies and procedures.

Approved by Job Holder

Name:			
Signature:		Date:	

Approved by Line Manager/Head of Department

Name:		Position:	
Signature:		Date:	