



**St George's School of Health and Medical Sciences**

**City St George's, University of London**

**Library Services**

**Information Assistant**

**Ref: 213-24**

**JOB DESCRIPTION**

<b>Post Title</b>	Information Assistant (part time)
<b>Grade</b>	SGUL 3
<b>Contract type</b>	Permanent
<b>Responsible to</b>	Library User Experience Officer
<b>Accountable to</b>	User Experience & Operations Manager
<b>Responsible for</b>	N/A
<b>Liases with</b>	Library staff, IT staff, Estates & Facilities staff

**Overall purpose of job**

Information Assistant posts can be a starting point for staff intending to make a career in library and information work. The main part of the role is working at our Helpdesk assisting readers with circulation, other basic queries, and returning used items to library shelves. They may also work in the library sections as required.

**1. Main Duties and Responsibilities**

Take part in Helpdesk rotas including:

- issue, return, renew loans, deal with fines and answer basic telephone enquires
- help with enquiries referring on to appropriate staff where necessary
- register new users
- refill printers/photocopiers and investigate printer/photocopier problems
- shelf and tidy books and journals



- assist users to use self-service systems
- assist users with printing, scanning
- assist with login problems resetting passwords where necessary

Other tasks appropriate to the post may be required.

It is expected that staff working with St George's School of Health and Medical Sciences, will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. City St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's School of Health & Medical Sciences, University of London, is committed to the San Francisco Declaration on Research Assessment (DORA) principles.

## 2. Special Factors

- The library is normally open 24 hours, 7 days a week. Staffed hours are 8am-6pm Monday to Friday.
- Staff may be required to work alone out of core hours (i.e. 8-9am or 5-6pm)



### Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
<b>Qualifications</b>	A Levels or equivalent	E	PQ/AF
	Graduate or equivalent	D	AF
	Relevant vocational qualification at Level 2, e.g. customer service, Library and Information NVQ	D	AF
<b>Experience</b>	Experience of working in a customer service environment	E	AF, INT
	Experience of working in a library environment	D	AF, INT
<b>Knowledge/ Skills</b>	Excellent customer care skills	E	<b>SS1</b> , INT
	Excellent verbal and written communication skills	E	<b>SS2</b> , INT
	Excellent attention to detail	E	ST, INT
	Competent use of Microsoft Office tools, i.e. Word, Excel	E	ST, INT
	Interested in exploring the possibility of a career in library/ information science	E	<b>SS3</b> , INT
<b>Personal Attributes</b>	Effective team member and ability to work alone	E	<b>SS4</b> , INT
	Enthusiastic / positive attitude	E	INT
	Committed to embedding practices which embrace diversity and promote equality of opportunity	E	<b>SS5</b> , INT

#### Key:

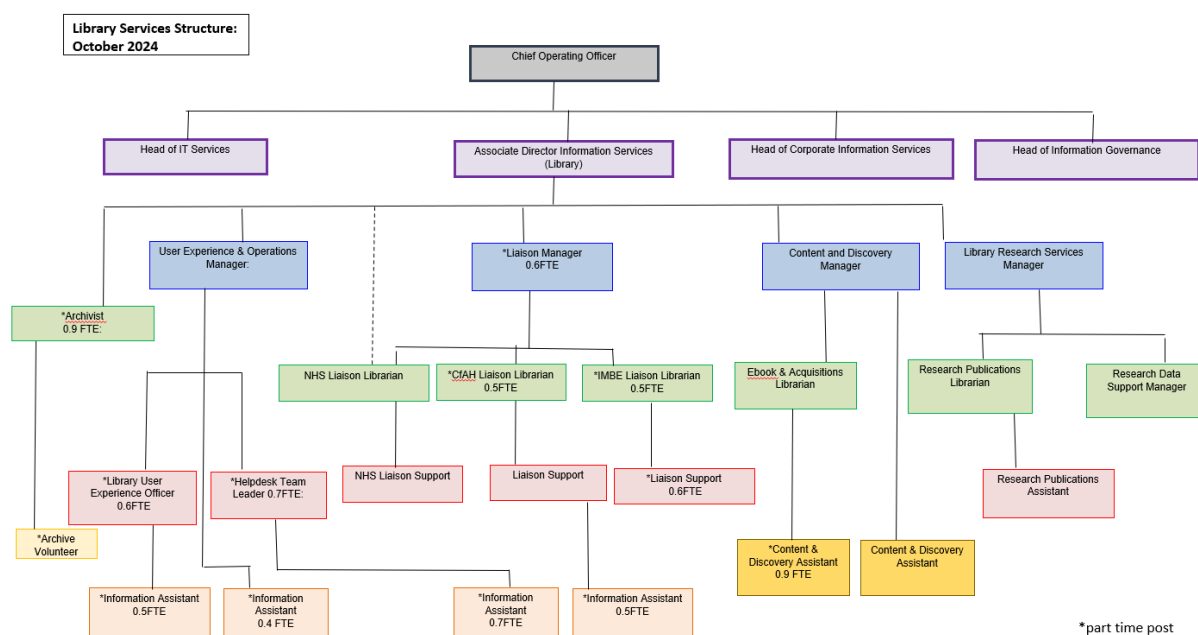
PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae,  
SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview



Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

### 3. Organisation chart



### 4. Date

October 2024



## About City St George's, University of London

City St George's, University of London is the University of business, practice and the professions.

City St George's attracts around 27,000 students from more than 150 countries.

Our academic range is broadly-based with world-leading strengths in business; law; health and medical sciences; mathematics; computer science; engineering; social sciences; and the arts including journalism, dance and music.

In August 2024, City, University of London merged with St George's, University of London creating a powerful multi-faculty institution. The combined university is now one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students.

City St George's campuses are spread across London in Clerkenwell, Moorgate and Tooting, where we share a clinical environment with a major London teaching hospital.

Our students are at the heart of everything that we do, and we are committed to supporting them to go out and get good jobs.

Our research is impactful, engaged and at the frontier of practice. In the last [REF \(2021\)](#) 86 per cent of City research was rated as world leading 4\* (40%) and internationally excellent 3\* (46%). St George's was ranked joint 8th in the country for research impact with 100% of impact cases judged as 'world-leading' or 'internationally excellent'. As City St George's we will seize the opportunity to carry out interdisciplinary research which will have positive impact on the world around us.

Over 175,000 former students in over 170 countries are members of the City St George's Alumni Network.

City St George's is led by Professor Sir Anthony Finkelstein.



St George's School of Health and Medical Sciences currently offers a range of employee benefits:

**Salary:** £26,642 pa, (pro-rated for part-time staff). The salary range for **SGUL 3** is £26,642 – £28,879 and appointment is usually made at the minimum point.

**Hours:** 17.5 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.

**Annual leave:** 30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.

**Pension:** Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

[Superannuation Arrangements of the University of London \(SAUL\)](#)

[London Pension Fund Authority \(LPFA\)](#)

[Universities Superannuation Scheme \(USS\)](#)

[National Health Services Pension Scheme \(NHSPS\) \(existing members only\)](#)

**Flexible working** Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.

**Travel** City St George's, University of London offers an interest free season ticket loan and participates in the [Cycle to Work Scheme](#).

**Gift Aid** If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.

**Sports and Leisure Facilities** Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.

Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact [Tooting Leisure Centre](#).



**Shops and facilities** There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

### **Informal enquiries**

Informal enquiries may be made to Rosalind Ogden via email to: [rogden@sgul.ac.uk](mailto:rogden@sgul.ac.uk)

### **Making an application**

All applicants are encouraged to apply on line at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact [hrhelp@sgul.ac.uk](mailto:hrhelp@sgul.ac.uk)

Closing date: **Sunday 24 November 2024**

**Interview date will be on 04 December 2024** As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference **213-24**

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

