

## Role Title: **Library Assistant**

### **COMMUNICATION**

#### **Oral Communication**

Frequently receive, understand and convey straightforward information in a clear and accurate manner.

Occasionally receive, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey information to others.

#### **Written Communication**

Frequently receive, understand and convey straightforward information in a clear and accurate manner.

Occasionally receive, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.

### **TEAM WORK AND MOTIVATION**

#### **Primary focus**

Participate in and deliver their contribution to a team.

#### **Secondary focus**

Be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team.

### **LIAISON AND NETWORKING**

Carry out standard day to day liaison using existing procedures in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information.

### **SERVICE DELIVERY**

#### **Primary focus**

Deal with internal or external contacts who ask for service or require information; create a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary. Contact is usually initiated by the customer and typically involves routine tasks with set standards or procedures.

### **DECISION MAKING PROCESSES**

Take independent decisions which have an immediate impact, which can be easily amended and have little effect beyond the immediate area of the role holder's work.

Be party to some collaborative decisions which may endure for some time and impact mainly on/in the work team; and work with others to reach an optimal conclusion which have a moderate impact.

Provide advice or input to contribute to the decision making of others which can be easily amended and have little effect beyond the immediate area of the role holder's work.

## **PLANNING AND ORGANISING RESOURCES**

### **Primary focus**

Complete tasks to a given plan with allocated resources.

### **Secondary focus**

Plan, prioritise and organize own work or resources to achieve agreed objectives.

## **INITIATIVE AND PROBLEM SOLVING**

### **Primary focus**

Solve standard day to day problems as they arise; choose between a number of options which have clear consequences by following guidelines or referring to what has been done before; recognize when a problem should be referred to others.

### **Secondary focus**

Occasionally use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros and cons of different approaches; identify and assess practical options; and break the problem down into component parts.

## **ANALYSIS AND RESEARCH**

### **Primary focus**

Establish basic facts in situations which require further investigation and inform others if necessary.

### **Secondary focus**

Occasionally analyse routine data or information using pre-determined procedures and gathering the information from standard sources; work accurately to complete the task precisely as specified.

## **SENSORY AND PHYSICAL DEMANDS**

Carry out tasks at a level which would require either learning certain methods or routines or involve moderate physical effort.

## **WORK ENVIRONMENT**

### **Primary focus**

Work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed.

### **Secondary focus**

Occasionally required to understand how the work environment could impact on their own work or that of colleagues; and take standard actions, within health and safety guidelines where applicable, to adapt to the environment.

## **PASTORAL CARE AND WELFARE**

Occasionally show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people.

Occasionally give advice on commonly occurring welfare issues or queries; follow standard welfare procedures for the institution; recognise when an individual should be referred elsewhere for professional help; and respect confidentiality.

## **TEAM DEVELOPMENT**

*(training those outside the work team should be included under Teaching & Learning Support)*

Frequently advise or guide new starters working in the same role or unit on standard information or procedures.

## **TEACHING AND LEARNING SUPPORT**

Provide standard information or deliver teaching or training to introduce students or others who are new to the area to standard information or procedures.

## **KNOWLEDGE AND EXPERIENCE**

Have sufficient knowledge or expertise to work on day to day issues in their own area without direct or continuous reference to others.