

THE ROYAL COLLEGE OF SURGEONS OF ENGLAND

JOB DESCRIPTION

POST: Information Assistant

DEPARTMENT: Library and Archives

RESPONSIBLE FOR: N/A

RESPONSIBLE TO: Assistant Librarian

BAND: 2a

JOB SUMMARY

The Library is part of the RCS England Library and Archives department and exists to support the professional and clinical information needs of RCS England Members and Fellows, trainees, and examination candidates, based in the UK and internationally, via the provision of an extensive range of information services and resources. The Library also supports external researchers, academics and members of the public.

The information services and resources provided include a new library facility (the Members' Library and Research Suite), many specialist medical online resources (including databases, e-journals, e-books, and anatomy applications), a significant collection of modern and historic printed books and journals relating to surgery and associated subjects (dating from the 15th century to the present day), and a suite of tailored staff-mediated information support services (including current awareness *Updates*, literature searches, and training). In addition, the Library supports all RCS England staff in their duties by providing information resources, support, and training. The Library is also responsible for the production and online publication of *Plarr's Lives of the Fellows*.

The Information Assistant is a key member of the Library team with responsibilities for supporting the delivery of high-quality and customer-focused library services and activities that are delivered from the Library and also remotely via the Internet. The post holder's principal duties will be divided between direct customer-facing support activities for Members and Fellows, RCS staff, and external researchers, and non-customer facing technical and administrative activities that support service and resource delivery.

Customer-facing support activities include welcoming visitors to the Library, providing assistance and support to library users, and answering in-person and remotely submitted enquiries. Non customer-facing activities will include retrieval and re-shelving of books and other materials, assisting with collections management activities, and undertaking administrative and clerical activities.

The post holder's core responsibilities are as follows:

1. As part of the Library Team, provide a range of high-quality and responsive customer support services for in-person and remote library users, including staffing the Library Enquiries desk, assisting library users, and answering enquiries from library users.
2. Undertake a range of collection management support activities, such as retrieving and shelving library materials, assisting with binding, and maintaining collections statistics.

3. Carry out clerical and administrative activities associated with the delivery of library services, including ordering items, processing invoices, and taking minutes.
4. Undertake support activities required for the production and delivery of the *Plarr's Lives of the Fellows* resource.

SPECIFIC DUTIES AND RESPONSIBILITIES

1. Customer Services

- Works with other Library & Archives staff to ensure the efficient delivery of high-quality, friendly, customer-facing library services.
- Takes part on a rota basis in staffing the Library enquiry desk in order to welcome visitors to the Library, act as a first point of contact, book in and process library users visiting the Research Suite, and deal with any questions or problems from visitors or users.
- Explains library services, resources, and procedures to visitors and users of the Library and assists them with any questions, issues or problems that they have.
- Processes and answers, or refers onto Library and Archives colleagues, enquiries that are submitted by users of the Library in-person, via telephone, email, social media, etc.
- Deals with the issue and return of library materials to / from library users.
- Gives advice and guidance to users of the Library on the use of the Library, its collections (both print and electronic), resources, services, activities, and equipment.
- Processes and records document delivery requests from users and places document delivery orders with the British Library and other libraries as required.
- Supports the efficient collection and use of onsite and document delivery service statistics and performance indicators.
- Assists with the production of promotional materials for the Library.
- Provides other general customer service and support, including:
 - Ensures that equipment in the Library is in working order and reports faults.
 - Data entry and recording, e.g. maintaining library usage statistics.

2. Collections Management Support

- Retrieves books and other library materials from the Library store rooms that are required for use by library users.
- Re-shelves books and other library materials on shelves (including high shelves) and in the Library store rooms, and assists with the tidying of the reading rooms.
- Receipt of library materials ordered from off-site stores and processing of items to be returned from off-site stores.
- Assists the Library Collections Manager with periodical binding and other binding projects as required.
- Other collection management support tasks as required, e.g. maintaining collection management statistics, labelling, boxing, journal 'check in' administration and shelving.

3. Departmental Business Support

- Processes and administers post and other items received or sent out by the Library.
- Orders and maintains stock levels of consumables across the department in a timely and cost effective manner.
- Processes and submits orders and invoices using the College's Proactis finance system.
- Provides support and assistance to the Senior Information Assistant with the above activities and with any other administrative and clerical tasks required by the Library and Archives department, e.g. dealing with suppliers, booking travel and accommodation, taking minutes of meetings.

4. General

- The post holder is responsible for their own continuing personal development, and for keeping their skills and knowledge up to date.
- Any other duties appropriate to the grade may be assigned by the post-holder's line manager from time to time, including requests for voluntary assistance for compliance related activities e.g. Fire Warden duties, Health & Safety, GDPR compliance etc.
- The post holder may be required to work out of normal hours to support departmental or college related events and activities (e.g. courses support).
- The post-holder is responsible for compliance with legal and regulatory requirements in respect of equality and diversity, data protection, copyright and licensing, security, financial and other RCS policies, procedures and codes as appropriate.

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.

The Royal College of Surgeons of England is an Equal Opportunities Employer.

All College employees are responsible for records held, created or used as part of their work for the College including patient/client, corporate and administrative records whether paper-based or electronic, which also includes emails. Records should be managed and stored appropriately and should in all cases comply with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation. Employees should have read and understood the College's Data Protection Policy and Records Management Policy and should follow all agreed records management and data protection procedures, seeking advice where necessary.

PERSON SPECIFICATION

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education/Qualifications <ul style="list-style-type: none"> A Level or equivalent qualifications. 	Education/Qualifications <ul style="list-style-type: none"> Affiliate membership of CILIP.
Experience/Knowledge <ul style="list-style-type: none"> Knowledge of or experience in the work of library and information services. Experience of working in teams in a customer services environment, and of dealing with customers in person. Experience of answering enquiries efficiently and effectively, meeting service level targets. Knows how to self-initiate and prioritise between tasks and to be proactive in workload planning. Able to work accurately with minimal supervision across a wide range of stakeholders and audiences. Experience of working collaboratively as a team player, having a positive regard for other colleagues; confident of own ability to engage with a wide range of customers. Proven experience in assimilating and acting on new information, willing to learn from mistakes. 	Experience/Knowledge <ul style="list-style-type: none"> Experience in a health-related library setting. Experience of working with printed library collections. Experience in organising and servicing meetings and events. Experience in helping to produce information leaflets or similar kinds of publication. Experience of using online financial management systems. Experience of dealing with confidential or sensitive material.
Skills <ul style="list-style-type: none"> A highly customer focused attitude to service delivery and a commitment to contributing to service quality. Excellent communication and interpersonal skills, including a high standard of written and spoken English and the ability to work with internal and external contacts. Excellent IT skills; experience in using standard Microsoft Office applications. Sound administrative aptitude, including excellent numeracy skills. Ability to work to agreed standards within a flexible and mobile team, to deadlines and under pressure. Good problem-solving skills, ability to think innovatively and question when necessary. Able to learn quickly – seeks and assimilates new knowledge, willing to learn from mistakes and achieve results. Able to promote team values actively, including accepting and promoting agreed standards, encouraging and supporting other team members and supporting management in achieving agreed goals. 	Skills <ul style="list-style-type: none"> Working with databases to input and update information. Minute taking skills. Data management skills. Content management / website editing. Ability to work with multiple stakeholder groups from wide ranging audiences. Formal customer services training.

The post holder will also need to demonstrate the following **values and behaviours**:

Collaboration - <i>We embrace our collective responsibilities working collaboratively and as one college.</i>
<ul style="list-style-type: none">• We work together, using our collective expertise and experience to effect positive change• We are open, honest and transparent, straightforward in our language and actions, acting with sincerity and delivering on our commitments• We take our responsibilities to each other, to patient care and to the environment seriously and we act with this in mind across our work <p>Why? Working collaboratively creates an environment that is conducive to improved productivity, trust and relationships. Teams that have the biggest impact are those where members take responsibility, celebrate success when things go well and take ownership when they don't.</p>
Respect - <i>We value every person we come into contact with at the College as an individual, respect their aspirations and commitments in life, and seek to understand and meet their physical and wellbeing needs</i>
<ul style="list-style-type: none">• We treat everyone we meet with kindness and integrity and we seek to promote these behaviours in others• We actively seek a range of views and experiences across our work, and we listen to, and make everyone feel, a valued part of the team <p>Why? Knowledge multiplies among people who are able to learn from their differences. Evidence suggests that diverse organisations perform better and innovate quicker.</p>
Excellence – <i>We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.</i>
<ul style="list-style-type: none">• We work hard to be the best at what we do, recognising and celebrating effort and achievement, and reflecting on our work, so we can learn and improve• We value and invest in research, education and training to drive excellence and put improvements in surgical practice, dentistry and patient care at the heart of our work• We always seek to learn and discover more, valuing knowledge and scientific evidence, basing our decisions on insights, fact and experience <p>Why? Transparency and agile working drive excellence and improvement. Motivated by the desire to serve and to be the best in our field, we will deliver on our commitments through rapid testing, innovation and future focused leadership.</p>

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting and selection. Failure to provide evidence of the required qualifications will result in the offer of employment being withdrawn.

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to race/ethnicity, national origin, religion, pregnancy, marital status, sexual orientation, gender identity/expression, age and disability