

Post Details		Last Updated: 14/07/2025	
Faculty/Administrative/Service Department	Library and Learning Services		
Job Title	Library and Learning Advisor		
Job Family	Professional Services	Job Level	2b
Responsible to	Library Experience Lead		
Responsible for (Staff)	Day to day supervision of temporary front of house staff		
<u>Job Purpose Statement</u>			
<p>As a member of the Customer Services Team providing support for students, staff and external visitors, Library and Learning Advisors provide first line support for all users, delivering information and answering first line enquiries, supporting lending services, access to and security of the collections. Library and Learning Advisors supervise temporary staff involved in delivery of support and services, including shelving team and student ambassadors. Library and Learning Advisors can act as operational supervisor of front of house delivery at various points during serviced opening hours.</p> <p>The role supports provision of core services to students, staff and external visitors and contributes to a positive student experience of Library and Learning Services.</p>			
<u>Key Responsibilities</u>			
<p>Library and Learning Advisors will be expected to carry out a variety of tasks across the Customer Services team, which will include aspects of the following:</p> <ol style="list-style-type: none">1. Day to day supervision of Library front of house operations and aspects of service delivery and access both during and outside standard daytime hours, including participation in rota development and deployment of staff to maintain appropriate cover for the Library Welcome Desk, roving duties, shelving and security of collections. This includes taking responsibility for evacuation of the building in the event of an emergency.2. Customer services - provide information and support services to those using the Library and Library resources, assisting staff, students and visitors with use of the Library and finding information needed for their academic study, participating directly in the support of front of house services and in virtual support; supporting others in the polite enforcement of Library rules and regulations and in dealing with exceptions and more difficult user interactions, understanding when to refer matters to a Senior Manager.3. Provide help and support across all areas of service to meet users' needs as fully as possible, to respond to all enquiries in accordance with agreed procedures. Providing clear, one-step referral to those that require input from specialist teams, including the scheduling of appointments. This will include involvement in support for Library based IT and for users studying remotely.4. Staff supervision – carry out day-to-day supervision of temporary and security staff involved in front of house activities under the guidance of the Library Experience Lead. This includes participation in training and induction of new and existing staff to ensure high quality customer service and delivery against agreed standards.5. Provide roving support for users in the building, dealing with enquiries and responding to requests for interventions as part of a text alert service, escalating incidents or issues in line with Library policy.6. Participate in general access and lending tasks, including membership related liaison, library borrower account management and notification processes, negotiating queries and fines, supporting fetch and collect and stock related tasks.7. Participate in performance evaluation by collecting quantitative and qualitative data, maintaining and producing statistical and other reports. <p>N.B. The above list is not exhaustive.</p>			

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

Planning and Organising

Post holders will organise and prioritise their work within an established operating framework guided by the Library Experience Lead. They will have scope within their daily work routine to organise and prioritise their own work, to ensure that objectives and service levels are met. This will include successfully managing any conflicting demands, drawing upon sound awareness of the options available to inform and make effective and appropriate decisions.

Problem Solving and Decision Making

The post holder is expected to deal with frequent similar situations and problems, resolving them through the application of both acquired knowledge and judgement and with reference to a framework of established policy and procedure. The post holder must develop and apply sound knowledge of the team's area of work, including the use of the library management system (Alma), memberships systems and online resources, automated self-services and RFID technology in order to assist with the resolution of questions or issues faced.

Continuous Improvement

Post holders are expected to keep up-to-date with operational changes and developments affecting services, to ensure a consistent and robust service provision. They contribute to the development of support and services in consultation with their manager by making suggestions for process or procedural change drawing upon their operational experience. They also contribute to delivery of agreed service levels as measured by key performance indicators, compiling statistical and qualitative data in relation to these measures. They are expected to be aware of any library developments and to support the recording and updating of procedural and self-service and other support documentation as required.

Accountability

Post holders are expected to work with minimum supervision but with clear guidance from the Library Experience Lead, to ensure the delivery of high-quality support and services. As a member of the Customer Services team, the post holder has day-to-day responsibility for supervising operational aspects of user support, service delivery and/or lending and access. The post holder is responsible for ensuring that procedures are followed and appropriate actions taken in the event of a Library Management System issue. Post holders will also deputise on occasion for the Library Experience Lead.

Dimensions of the role

Post holders take responsibility for the day-to-day supervision of temporary staff involved in activities such as shelving or facilitating use of study space.

Supplementary Information

Core hours of work of the post holders will be agreed under annualised hours arrangements but there is a requirement that post holders will work some evening and weekend shifts within core hours and in some cases may work a significant component of their core hours outside the standard day. In connection with this, they take responsibility for ensuring provision of services and support to the agreed service level; this includes work alongside and in collaboration with the security team and appropriate hand over from library staff. The

post holder is responsible for the evacuation of the library building in the event of an emergency, supported by University Campus Safety who will back up and take overall responsibility as incident controller.

Person Specification

Qualifications and Professional Memberships

HNC, A-level, NVQ 3, HND level or equivalent vocational qualifications, plus some relevant work experience

Or

Evidence of development of appropriate understanding of degree level study through a number of years of relevant work experience in a similar role

E

Degree or equivalent qualification in Library and Information Studies or an interest in working towards a qualification in this area

D

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/
Desirable**

**Level
1-3**

Experience in a customer service related environment, preferably in a Library or equivalent organisation

E

2

Sound interpersonal skills, including cultural awareness

E

2

Attention to detail and accuracy

E

2

Ability to work with limited supervision on a variety of tasks

E

2

A confident user of IT in a general work context (MS Office, Internet etc)

E

2

Previous experience of using an automated library system

D

n/a

Special Requirements:

**Essential/
Desirable**

Willingness to participate in non-core working to cover absences, e.g. due to sickness or annual leave.

E

The post holder is expected to attend library training events and to keep up-to-date with health and safety and evacuation procedures.

E

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.

**Level
1-3**

Communication

2

Adaptability / Flexibility

2

Customer/Client service and support

2

Planning and Organising

2

Continuous Improvement

1

Problem Solving and Decision Making Skills

2

Managing and Developing Performance

n/a

Creative and Analytical Thinking

1

Influencing, Persuasion and Negotiation Skills

1

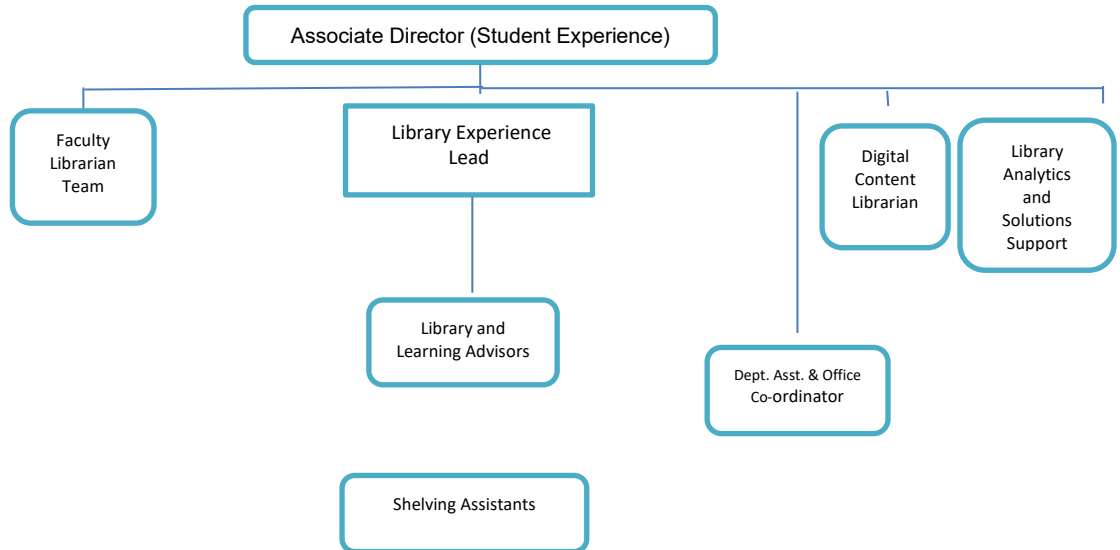
Strategic Thinking & Leadership

n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Department Structure Chart



Relationships

Relationships include daily contact with students and staff at the University. They will work closely with the Library Experience Lead, Customer Services team and cross team working within Library and Learning Services.

There will be liaison with Campus Safety, MySurrey and Academic Hives as well as the external Security team involved in front of house working.