

MOUNTVIEW

Job Description

JOB TITLE:	Library Assistant (Part Time)
RESPONSIBLE TO:	Librarian
WORKS CLOSELY WITH:	Deputy Librarian Academic and Administrative Staff Students and Student Representatives

ABOUT MOUNTVIEW

Mountview is one of the UK's leading drama schools. We offer professional vocational training at Foundation, Undergraduate and Postgraduate level in performance and production arts, alongside evening, weekend and holiday classes for all.

We present around 28 productions across the year including classic plays, new writing and musicals, and our studios, meeting rooms, theatres and workspace are available to hire.

Mountview in Peckham is a home for everyone – vocational students, young people and life-long learners, industry professionals and visitors alike – and there has never been a more exciting time to join us.

MAIN PURPOSE OF POSITION

The Library Assistant is a key member of Mountview's Library team. Reporting to the Librarian, and working closely with the Deputy Librarian, the post holder will assist in providing excellent customer service and support to students and staff in accessing library resources and study facilities.

KEY RESPONSIBILITIES

Customer Service

- Provide a warm welcome to customers and visitors and create a positive first impression of the library.
- Provide an efficient and courteous service to library users, responding to enquiries, assisting in the lending of items, referring to other services and sources of support as needed, and dealing sensitively and appropriately with any issues arising.
- Identify library users in need of assistance and support them in locating and accessing required resources.
- Issue, return, renew and reserve stock using our library management system, Heritage Cirqa.

Resource Provision

- Help ensure that the library environment is quiet, clean, safe and conducive to study at all times, reporting any issues to the Librarian or Deputy Librarian.
- Assist in the re-shelving of items and the processing of new stock.
- Keep up to date on library policies and procedures, interpreting and applying these as necessary.
- Assist in the development, adoption and promotion of new resources, systems and initiatives.
- Work collaboratively and constructively with other members of the Library team to share good

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practice and facilitate continuous service improvement.

Other Duties

- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Qualifications and Experience

- Educated to Degree level, or have equivalent professional qualifications or experience.
- Experience of working in a library, preferably in a higher education environment, or significant administrative experience, ideally in an arts and/or education setting.
- Experience of working in a busy and demanding environment.
- Proven track record of delivering the highest level of customer service, with a commitment to customer care and demonstrable understanding of customer needs.

Skills and Abilities

- Excellent time-management and organisational skills, with ability to multitask and prioritise.
- Excellent written and verbal communication skills, with ability to present well in person.
- Excellent team-working skills, with ability to build effective relationships with a wide range of people.
- Ability to self-motivate, use own initiative and maintain attention to detail while working under pressure.
- Ability to exercise tact and discretion in dealing with sensitive and confidential matters.
- IT-literate, preferably familiar with library management systems.

Personal Qualities and Attributes

- Positive and outgoing personality.
- Interest in the arts and/or education.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Understanding of the demands and challenges faced during organisational change.
- Commitment to self-development.

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act and General Data Protection Regulation (GDPR) 2018, and must abide by any related policies and procedures.

This post is based at Mountview's premises in Peckham, London SE15.

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This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

TERMS AND CONDITIONS

Salary: Circa £22K per annum, pro rata, depending on experience.

Contract: Permanent, part time.

Hours: 19.5 per week, normally Wednesday and Thursday 12pm to 7pm and Saturday 10am to 5pm unless agreed by line manager, with a 30 minute unpaid break each day. Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

Holiday: 28 days in the first year, including bank holidays, pro rata, rising with length of service thereafter.

CLOSING DATE

The closing date for completed applications is **Tuesday 10 December at 9am**.

INTERVIEWS

Interviews are likely to take place on **Tuesday 17 December**.

HOW TO APPLY

Please send a **completed application form** and **your current CV** by email (preferred) to alistairowen@mountview.org.uk or by post to Alistair Owen, HR Manager, Mountview, 120 Peckham Hill Street, London SE15 5JT.

All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer.