

LINCOLN COLLEGE GROUP

JOB DESCRIPTION

JOB TITLE & NUMBER

CS1089P: Senior Library Assistant

SALARY

£25,995 per annum

GRADE

CSS Scale 4

HOURS

37.5

REPORTING TO

Library Manager

DEPARTMENT

Library & Careers Guidance Team

LOCATION

Lincoln

BE READY...

Job Purpose:

To support the operational delivery of Library Services by carrying out specialist Library, and technical tasks including oversight of the Digital Skills Helpdesk, and actively participating in Library helpdesk services. To support the Library Manager by carrying out administrative duties.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To support the Library Manager by providing day to day senior library operational support on helpdesks to ensure the smooth running of the Library services.
2. To take responsibility for the Digital Skills Helpdesk service to support learners with their digital learning challenges and enquiries; ensuring timely and accurate responses to enquiries, liaising with colleagues in other departments e.g. IT Team and CIS Team.
3. To provide support to students using the College digital platforms including but not limited to Libguides, Office, Teams, Canvas, ProPortal and Smart Assessor.
4. To provide specialist library and technical assistance; including supporting with the administration of the Library Management System and learning resources (books, eBooks, eJournals, journal and databases).
5. To support and assist customers using the Library by coordinating senior library operational support with regard to:
 - a. assisting with the delivery of induction and study skills programmes
 - b. assisting with the organisation, display and promotion of library and learning resources including via social media
 - c. assisting customers to utilise the library and online resources
 - d. maintaining good behaviour levels within the libraries
6. To provide support and training to team members.
7. To provide support for the delivery of resources and information to students via the College's platforms including Libguides, WMS, Discovery, Canvas and other systems.
8. To collate statistics and performance data accurately and in a timely manner.
9. To provide administrative and financial support for activities which the Unit supports and delivers.
10. To support cross College enrichment activities through promotions, displays and activities.
11. To implement and meet the Unit service standards and customer care requirements.
12. To contribute to establishing and maintaining an appropriate safe and secure, welcoming and attractive environment for student-centred learning.
13. To operate opening/closing down and security procedures.
14. To contribute to evening and weekend operational activities as specified by Unit rotas.
15. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
16. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
17. To maintain quality standards, appropriate to the post.
18. To conform with the Health and Safety requirements relevant to the post.
19. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

PERSON SPECIFICATION

	Knowledge	PSM
1	Minimum of 3 A-Levels at Grade C or above (4 – 9).	A
2	Level 3 Qualification in Library & Information.	A
3	Sound working knowledge of Microsoft software and applications, including Office 365 and MS Teams.	A/I
4	Sound working knowledge of managing library resources.	A/I

	Skills/Abilities – Interpersonal	PSM
4	Customer Care Skills.	A/I
5	Excellent interpersonal skills and the ability to communicate with people at all levels.	A/I/T
6	Ability to work as a member of a team and on own initiative.	A/I
7	Ability to communicate clearly in writing and verbally.	A/I
8	The ability to work in a non-discriminatory manner.	A/I
9	Customer Care Skills.	A/I

	Experience	PSM
10	Relevant recent library experience.	A/I
11	Customer Service experience.	A/I
12	Relevant experience providing Digital Skills or IT related support.	A/I

	Work Related Circumstances	PSM
13	Ability and willingness to undertake relevant professional development to maintain up-to-date knowledge of legislation and best practice.	A/I
14	Ability and willingness to work flexibly.	A/I

	Skills/Abilities - Other	PSM
15	Good organisational and time management skills.	A/I
16	Ability to work accurately and pay attention to detail.	A/I/T
17	Good problem-solving abilities.	A/I
18	Strong level of IT skills to undertake relevant duties.	A/I/T
19	Demonstrates a clear commitment to safeguarding and promoting the welfare of children and young people.	A/I
20	Ability to actively promote equality, diversity and inclusion across all aspects of Library Services.	A/I

Prepared By:	Rachael Adair – Head of Library & Careers Guidance
Date:	September 2026

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test

VISION 2030

LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *BE READY...*

**REALISE ASPIRATIONS;
SHAPE FUTURES;
SERVE OUR COMMUNITIES.**

OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because **You Matter**.

We **CARE** deeply about achieving outcomes in the right way and expect staff and students to behave with...

COMMUNITY

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

ACCOUNTABILITY

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

RESPECT

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

EXCELLENCE

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

