

JOB DESCRIPTION

SECTION 1

BASIC DATA

Job Holder's Name:

Job Title: Librarian

Reports to: Manager, Library Services

Location: London (Lovat Lane)

Department: Higher Education

Job Family: Team Leader and Specialist

SECTION 2

DEPARTMENT STRUCTURE

TBC.

SECTION 3

OVERALL JOB PURPOSE

The purpose of this role is to provide effective and thorough library and information services to students, alumni and staff within a global environment. This role also provides both front-end library services to students, academics and staff at the London Institute of Banking & Finance campus, and via KnowledgeBank the organisation's e-Library.

SIZE/DIMENSIONS

- Day to Day management of own workload.
- Line Management of any casual workers.
- No budgetary responsibility

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

- First line of response for enquiries, guidance and support via emails, telephone, video call, live chat or by visits.
- Advise, train and coach library users in the effective use of a range of electronic sources.
- Support and deliver a range of coaching, development and training opportunities that address the different needs of our diverse customer base.
- Maintain and develop proactive services and products – including research pieces.
- Coordinate with other departments to design and implement online reading lists, course materials and other content creation.
- Ensure that we make the best use of our services by marketing and promoting library services.

- Lead on the use of Social Media to promote library services.
- Assist with the review any new products the *KnowledgeBank* needs.
- Use content management software to upload resources to *KnowledgeBank*.
- Provide subject and information support and training for students, members and staff.
- Provide direct help and assistance with information or technical problems experienced by users.
- Keep up to date with the Information Management industry and ensure the organisation remains compliant with appropriate legislation.
- Cover for the other staff members in library services when required.
- Responsible for the development and maintenance of the LIBF archives collection.
- Undertake any other duties that may reasonably be required.

CONTACTS AND INFLUENCE EXERCISED

- Works with academics and colleagues to ensure support materials are effective and suitable.
- Supports students with their library and research needs.
- Manages relationships with suppliers.

DECISIONS

Indicate the level which best describes the job holder's involvement in the decision making process:

Follows written and verbal instructions and established guidelines	
Interprets policies & procedures	X
Participates in the establishment of guidelines & procedures	
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder's decisions:

Restricted to employee's own work	X
Has impact on department/directorate* objectives	
Has impact on The London Institute of Banking & Finance objectives	

Examples of the decisions that are generally made by the job holder

- Prioritisation of own workload;
- Scheduling of projects – and renegotiation with stakeholders over deadlines where necessary;
- Selecting topics for pro-active research pieces.

PERSON SPECIFICATION

Qualifications, knowledge and professional memberships	Essential / desirable?	
Educated to degree level or above (in a relevant discipline).	E (D)	
Experience of information service delivery, preferably within an electronic environment	E	
Knowledge/experience of working within the educational sector (ideally within HE learning).	E (D)	
Familiarity with The London Institute of Banking & Finance products, services and customers.	D	
Broad awareness of the key developments and issues within the financial services environment.	D	
Technical competencies (skills and experience)	Essential / desirable?	
Proficient in using a variety of research tools	E	
Able to evaluate research needs and select appropriate resources	E	
Experience of assessing new research tools	E	
PC skills to include Microsoft Office	E	
Experience of using web authoring / content management software	D	
Experience of providing proactive as well as reactive research services	E	
Experience of compiling recommended reading lists	D	
Excellent written skills and attention to detail	E	
Able to confidently train and present	E	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential / desirable?	Core for all employees
Values		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
Skills and Experience	Essential / desirable?	Core or Enhanced
Communicating effectively	E	C
Business thinking	E	C
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	C
The Customer Experience	E	C
Managing quality and standards	E	C
Applying judgement and taking decisions	E	C

Signed

Date JOB HOLDER

Signed

Date LINE MANAGER

