

Training Position	<b>Trainee Library Assistant</b>
Training Allowance/ Bursary	£ 15000 per annum, pro rata, exempt from tax and NI deductions
Period of Training	12 months, subject to periodic reviews
Hours/Days Required	35 hours per week, including 7 hours towards study
Placement Organisation	Leeds Trinity University
Responsible to	Library User Service Managers & PATH Project Manager
How to Apply	Complete a PATH Traineeship Application Form available from the Vacancies Page of our website, <a href="http://www.pathyorkshire.co.uk">www.pathyorkshire.co.uk</a> and email to <a href="mailto:betterfutures@pathyorkshire.co.uk">betterfutures@pathyorkshire.co.uk</a> before closing date and time.
Closing Date	<b>Friday 3<sup>rd</sup> December 2021, 4pm</b>

## About the Placement Organisation

A small university with a big reputation. Leeds Trinity University are proud to offer a personal and inclusive university experience that gives every student the support to realise their potential. Our students say it, our alumni say it and our staff say it – you really are a name, not a number, at Leeds Trinity University. Located on a beautiful campus six miles from Leeds – one of the UK's best student cities – we've been providing outstanding, student-centred higher education for more than 50 years.

## Purpose of the Placement

To provide an opportunity for individuals from diverse backgrounds to gain experience of work in the Library & Information Sector, and to obtain a Level 3 qualification.

To assist with the provision of Library Helpdesk services for Learning Centre users and with service promotion and publicity.

## Work Skills Development

1. To provide an effective, courteous and professional first line resolution/escalation service for Library & Learning Resources issues for staff and students, via the Learning Centre Helpdesk.
2. To provide first line support and guidance to users of electronic information systems such as Library search, information databases and electronic journals.
3. To carry out circulation duties as directed, to include dealing with the issue and return of learning materials using the Library and routines associated with self-service.
4. To provide support and guidance to users of the self-service circulation system, and if required, to refer to second line support in order to resolve incidents.
5. To carry out shelving and shelf tidying duties.
6. To replenish equipment with the necessary consumables.

7. To assist in ensuring that the Learning Centre is well maintained and a pleasant environment to study in, by means of tidying as necessary, and helping to ensure users abide by the Acceptable Use Policy.
8. To assist the Library User Services Managers in communications, publicity and engagement activities, such as creation and updating of publicity materials, social media posts, and assistance with displays, with a focus on the promotion and celebration of diversity, equality and inclusion.
9. To assist with stock receipt and processing, maintenance and checking.
10. To assist with ensuring that Library users return items in a timely fashion, contacting users as required regarding overdue or lost items.
11. To deal with routine enquiries and troubleshooting associated with printing and photocopying devices, including the addition of credits to user accounts.
12. Providing basic first line support to users requiring assistance with the University's IT systems, following guidelines provided by IT Services, and recording service requests requiring second line IT support. Support provided includes:
  - the suite of Microsoft products and other core University software and services
  - the virtual learning environment and intranet
  - wireless connectivity
  - basic document recovery
  - restarting / redirecting print jobs.
13. To carry out consumable sales and cash handling services and reconciliation.
14. To receive briefings on other aspects of the work of Library & Learning Resources, from the Director of Library & Learning Resources, Liaison Librarians, Partnerships Librarian and members of the Collections, Access and Systems Team to widen and deepen the postholder's understanding of the functions of the department.
15. To receive briefings from members of the University's Equality Networks on actions being taken to further equality, diversity and inclusion in the University
16. To observe all relevant Health and Safety regulations, policies and risk assessments.
17. To comply with and uphold the Acceptable Use Policy.
18. To apply the University's Equality, Diversity and Inclusion Policy in the postholder's own area of responsibility and in their general conduct.
19. To carry out other duties, commensurate with the grade of the post, as directed by the Library User Services Managers or designate after due consultation.

### **Personal Development**

- **Further training** and experiences may be gained as appropriate.
- Gain **Job Search** skills and Employability skills: training will be made available and trainees are expected to attend.

## **SELECTION CRITERIA**

The ESSENTIAL CRITERIA are those criteria that you must meet in order for you to be considered or given a chance for an interview.

The DESIRABLE CRITERIA are not necessary for you to meet but if you indeed do so, they can be considered an advantage that you have over other applicants who also met the essential criteria.

**IMPORTANT: Use these selection criteria to guide your answers in the COMPETENCY STATEMENT section of the PATH Better Futures Application Form.**

<b>QUALIFICATIONS &amp; ATTAINMENTS</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment</b>
Good basic education to GCSE level standard, or equivalent, to include Maths and English.	✓		Application
European Computer Driving Licence (ECDL) / ITQ Level 1 / 2 or equivalent qualification.		✓	Application
<b>SKILLS &amp; COMPETENCIES</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment</b>
Experience of providing service to customers/users.	✓		Application & Interview
Excellent interpersonal and communication skills.	✓		Interview & Test
Excellent customer service skills.	✓		Interview Test
Ability to produce publicity materials including writing social media posts.		✓	Application, Interview & Test
<b>KNOWLEDGE &amp; EXPERIENCES</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment</b>
General knowledge of Microsoft Office applications.	✓		Application, Interview & Test
Accuracy and attention to detail	✓		Application & Test
Ability to work effectively as part of a team.	✓		Interview
Previous recent work experience in a library or information service.		✓	Application & Interview
Experience of using online databases/systems.		✓	Application & Interview
Able to troubleshoot IT queries to include wireless connectivity, printing and photocopying issues.		✓	Interview
<b>BEHAVIOURAL &amp; VALUES</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment</b>
Able to escalate enquiries appropriately, following guidelines.	✓		Application & Interview

#### **Disclaimer**

- Training Allowance is exempt from Tax and National Insurance.
- PATH Traineeship is a work-based training/placement and not an employment.
- No job guarantee at the end of the placement period.

# RISK ASSESSMENT OF THE TRAINING POSITION

## A. CLIENT GROUPS, the trainee will work with

General Public

Factory Work

Other Agencies

Children

People with learning difficulties

Clients in their own home resident or hostel

## B. PHYSICAL CONDITIONS:

### 1. Work is conducted in the main

Indoors

Outdoors

Sitting

Standing

Walking

Office Accommodation

### 2. The training will involve

Lone Working

Working out on the Estate

Working underground

Climbing

Working on the Counter

Working in Void Properties

Bending

Manual Handling tasks

Working in confined spaces

Stretching

Working at Heights

Contact with discarded needles

Driving

Potentially working in a smoking environment

Cash Handling

Use of Display Screen Equipment

## C. CONTROLS TO MINIMISE HAZARDS

The following specialist equipment will be provided for the traineeship.

Personal Protective Equipment	n/a
Protective Clothing	n/a
Type of Vehicle (other than car)	n/a
Other equipment used	n/a

To control the hazards identified by this assessment, we are committed to providing Induction Health & Safety training plus further detailed training as appropriate to the post.

**We want all our trainees to work in safe and healthy conditions. In accordance with health and safety legislation – all trainees have a duty to act responsibly and to do everything they can to prevent injury and ill health to themselves, work colleagues and others.**