



# Candidate Information for the Post of Information Assistant



# About Leeds Trinity University

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**A small university with a big reputation, Leeds Trinity University is renowned for teaching excellence and producing highly employable graduates.**

We pioneered the inclusion of professional work placements into every undergraduate degree programme, and work with thousands of businesses annually to offer students degree-relevant industry experience. We're committed to delivering outstanding teaching led by research, scholarship and practice, which has earned us national acclaim for the quality of our teaching.

Professional Services teams form an integral part of our organisation by supporting the University's ambition to become renowned as a centre for research excellence. Covering various roles and responsibilities, these teams contribute to the University's growth of quality provision, in return we provide an enriched environment where you are empowered, developed and supported to achieve your best potential.

We're committed to ensuring everyone in our community, whatever their faith, feels supported and valued. Leeds Trinity has always been characterised by this sense of community spirit, offering a truly personalised university experience that has enabled students to flourish for more than 50 years, with a focus on widening participation.

- Over 4,200 students study on our campus across our portfolio of undergraduate, postgraduate, foundation, work-based learning and apprenticeship degrees.
- 93% of our graduates are in employment or further study 15 months after graduating (Graduate Outcomes, Higher Education Statistics Agency (HESA), published 2021)
- In November 2020, Leeds Trinity became the first University in Yorkshire to achieve the Race Equality Charter (REC) Bronze award.





## Vision, Mission and Values

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**Care for our students, our staff, our partners and the wider community lies at the heart of our culture and is the embodiment of our values in action.**

### Our Vision

We will be a leading career-led and applied university. Our students will achieve outstanding outcomes. Our well-rounded learners and graduates will be sought by employers. They will shape a rapidly changing world.

### Our Mission

Rooted in its Catholic foundation, Leeds Trinity is a diverse and inclusive University welcoming students from all backgrounds and beliefs which exists to provide a transformational educational experience, forming students and learners whose lives will flourish and find wholeness in their work and world.

Focused on the innate dignity and value of each person, we seek to provide our students with a distinctively supportive academic and professional community, empowering them to discover their unique gifts and talents, and so fulfil their personal and professional potential.

Our leadership and governance are committed to promoting social solidarity and the Common Good through our commitment to social justice, enhancing opportunities, collaboration, and adding value to the lives of our students, staff, and University community.

### Our Values

Rooted in our Catholic heritage, our core values define us as a University, and we seek to uphold them in all that we do.

- Dignity and Care
- Solidarity and Service
- Honesty and Integrity
- Respect and Inclusivity
- Knowledge and Excellence





## Why Work For Us

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**Working life at Leeds Trinity University is friendly, inclusive and ambitious. We strive to create a respectful and open-minded place to work and as a member of the community you'll have access to a wide range of benefits to support your work/life balance, development and wellbeing.**

### **Working Week**

A 35 hour working week, including flexible working opportunities.

### **Annual Leave**

Starting at 23 and rising to 27 days paid holiday every year with up to 15 days in addition for bank holidays (pro rata where applicable) and days when the University is closed (including the Christmas period). Ability to purchase additional annual leave.

### **Personal and Professional Development**

Access to a wide range of personal and professional development opportunities, including coaching and mentoring and the opportunity to apply for further study and professional qualifications.

### **Pay and Pensions**

A generous pay package with annual reviews and incremental progression. Membership to the Local Government Pension Scheme with a generous employer contribution of 19.2%

### **Family Friendly Policies**

Generous family leave, including maternity, paternity, adoption and parental leave. Onsite private nursery at our Horsforth Campus.

### **Health and Wellbeing**

We offer several initiatives to support our employees mental, physical and financial wellbeing. These include access to an Employee Assistance Programme which gives free confidential legal, financial and consumer advice as well as a range of counselling services. We have an on-site fitness centre with significantly reduced membership.

### **Discounts and Other Benefits**

Access to Trinity Perks, our employee discount portal which offers a range of discounts including supermarkets, high street stores, food and drink outlets and cinemas. Salary sacrifice schemes including bike to work and other travel discounts.

### **Community**

Several employee run networks to promote equality, inclusion and diversity for all.

Volunteering policy to allow employees to give back to the community and make a difference.

# Important Information

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## How to Apply

If you wish to apply for this position please visit [leedstrinity.ac.uk/jobs](https://leedstrinity.ac.uk/jobs) and complete the application form electronically by the closing date stated on the advert. Further details on completing the application form can be found at [leedstrinity.ac.uk/jobs/application-process-and-advice/](https://leedstrinity.ac.uk/jobs/application-process-and-advice/)

## Pre-employment Checks

All offers of employment are subject to pre employment checks including proof of right to work in the UK, satisfactory references and evidence of qualifications. All candidates are required to declare any unspent convictions.

## Safeguarding

The University is committed to providing everyone with a safe environment and we expect all employees to take responsibility for promoting and safeguarding the welfare and wellbeing of others.

Certain posts may also be subject to a Disclosure and Barring Service (DBS) check. Where relevant, this will have been outlined in the advert for the post.

## Equality, Diversity and Inclusion

Leeds Trinity University values diversity and inclusion and particularly encourages applications from the following groups as they are currently under-represented within the University: LGBT+, Black, Asian and Minority Ethnic applicants, as well as candidates with disabilities, whether hidden or otherwise. The University will consider all forms of flexible working arrangements.

Leeds Trinity is a Disability Confident employer and as such will offer an interview to any applicant who states they have a disability and meets the essential criteria for the position. If you require any additional information at any point in the recruitment process please get in touch.

## Contact Information

For any further information please contact the Human Resources Team on 0113 283 7130 or at [jobs@leedstrinity.ac.uk](mailto:jobs@leedstrinity.ac.uk).

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**Leeds Trinity University**  
**Horsforth, Leeds**  
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**Tel: 0113 283 7100**

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**Opening in 2024/25**

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**Leeds**  
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# Work with us at Leeds Trinity University



## Information Assistant (3 posts)

### Hours of Work:

#### Post 1

Part time, term-time only (20 hours per week during 31 core weeks, Mondays 16.15 – 21.15; Tuesdays 13.15 - 21.15; Wednesdays 13.15 – 21.15; 0 hours per week during 21 off peak weeks)

#### Post 2

Part time, all year round (21 hours per week during 31 core weeks, Tuesdays 08.15 – 14.45; Wednesdays 13.15 – 21.15; Thursdays 13.15 – 21.15; 5.5 hours per week during 21 off peak weeks, Thursdays 08.45 – 14.15)

#### Post 3

Part time, term-time only (15 hours per week during 31 core weeks, Mondays 08.15 – 16.15; Tuesdays 08.15 – 16.15; 0 hours per week during 21 off peak weeks)

### Contract type:

Permanent

### Salary:

The starting salary will be from £20,948, up to £22,681 per annum (pro rata) in Grade 3, depending on qualifications and experience.

Leeds Trinity University Library is a dynamic and successful service, underpinned by a strong emphasis on supporting our users.

Reporting to the Library User Services Coordinator, the successful candidates will help to provide an effective Helpdesk service for Library users and to maintain support services essential for the day-to-day running of the Library.

They will provide a first line enquiry service via the Library Helpdesk, carry out circulation duties, and shelving and shelf tidying tasks.

Applicants must have experience of providing service to users/customers, along with a good knowledge of Microsoft Office software. Previous recent experience of working in a library or information service, and of using a Library management system is desirable. Excellent interpersonal, communication and customer service skills are essential, as is accuracy and attention to detail.

Informal enquiries may be addressed to Laura Bewick or Jax Temple-Smees, Library User Services Managers at [usm@leedstrinity.ac.uk](mailto:usm@leedstrinity.ac.uk)

This role will be based at our Horsforth Campus.

As well as sending a CV, applicants can also attach a covering letter if they wish to provide more information explaining how they meet the Person Specification. Please indicate which post(s) you are interested in.

*Leeds Trinity University values diversity and inclusion and particularly encourages applications from the following groups as they are currently under-represented at this level within the University: Women, LGBT+ and Black, Asian and Minority Ethnic applicants, as well as candidates with disabilities, whether hidden or otherwise. The University will consider all forms of flexible working arrangements.*

**Closing date for applications: 19 November 2023**

**Interviews for these posts are expected to take place on Thursday 7<sup>th</sup> and Friday 8<sup>th</sup> December 2023**



# Job Description

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## **Purpose of the Role:**

To provide an effective Library Helpdesk service and to maintain support services essential for the day-to-day running of the Library.

## **Responsible to:**

Library User Services Coordinator

## **Main Duties and Responsibilities:**

To provide an effective, courteous and professional first line Library service, assisting customers via the Library Helpdesk and escalating enquiries as appropriate.

1. To provide first line support and guidance to users of online resources such as Library Search, information databases, ebooks and online journals.
2. To carry out circulation duties as directed, to include dealing with the issue and return of books and other items using the Library Management System, and routines associated with self-service.
3. 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.
4. To carry out shelving and shelf tidying duties.
5. To replenish equipment with the necessary consumables.
6. To assist in ensuring that the Library 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.
7. To assist with stock receipt and processing, maintenance and checking.
8. To assist with ensuring that Library users return items in a timely manner, by contacting users as required regarding overdue or lost items.
9. To deal with routine enquiries and troubleshooting associated with printing and photocopying devices, including the addition of credits to user accounts.
10. Providing basic first line support to users requiring assistance with the University's IT systems, following guidelines provided by IT Services. Support provided includes:
  - the suite of Microsoft products and other core University software and services
  - wireless connectivity
  - basic document recovery
  - restarting / redirecting print jobs.
11. To carry out consumable sales.
12. To assist the Library User Services Manager in communications, publicity and engagement tasks, such as creation and updating of publicity materials, social media



posts, assistance at events such as Freshers Fairs and with user experience activities.

13. To assist senior staff in the Collections, Access and Systems team by carrying out routine acquisitions and other processes/tasks if required during periods of peak workload/staffshortage.

**General Duties:**

- To ensure the use of data complies with current regulations, particularly those relating to GDPR.
- To comply with all health, safety and wellbeing policies and procedures at all times and to take responsibility for promoting and safeguarding the welfare and protection of others.
- To advocate, promote and advance equity and social justice within your work.
- To support and contribute to achieving the University's student recruitment and retention objectives.
- To carry out other duties, commensurate with the grade of the post, as may reasonably be directed by your line manager after due consultation.

This job description is current on the date indicated below. It is liable to variation by the Vice-Chancellor in order to reflect or anticipate University developments and changes in the post.

# Person Specification

## Methods of assessment:

A = Application Form, I = Interview, S = Selection activity

## Essential criteria

Qualifications & Professional Memberships	Assessment Method
1. Good basic education to GCSE level standard, or equivalent, to include Maths and English at 4/C or above.	A
Skills, Knowledge & Experience	
2. Experience of providing service to customers/users.	A, I
3. Able to guide users with information enquiries, to include using the Library catalogue (Library Search), information databases, and online journals.	I, S
4. Good knowledge of Microsoft Office software.	A, S
5. Excellent interpersonal and communication skills.	A, I, S
6. Excellent customer service skills.	I, S
Values, Behaviours & Key Competencies	
7. Ability to demonstrate a genuine commitment to equality and inclusivity in the fulfilment of your duties, interactions and behaviours with others, including actively supporting associated EDI Chartermarks awarded to the university.	I
8. Able to take decisions and prioritise tasks, including when to escalate enquiries, following guidelines.	I, S
9. Accuracy and attention to detail.	A, S
10. Ability to respond sensitively and appropriately to ensure the safety, wellbeing and protection of others, as well as taking appropriate steps to raise any safeguarding concerns.	I
11. A commitment to flexibility in your approach to delivering duties and to supporting students and colleagues across the University, including a willingness to work away from the University or to work flexibly, depending upon the demands of the role.	I

## Desirable criteria

Skills, Knowledge & Experience	Assessment Method
12. Previous work experience in a library or information service	A, I
13. Experience of providing first line support to users with information related enquiries.	A, I, S
14. Experience of using a Library management system, preferably Ex Libris Alma.	A
15. Experience of using online databases/systems.	A, I
16. Ability to troubleshoot IT queries to include Microsoft Office, printing, and photocopying issues.	I
17. Experience of assisting with service publicity or user engagement activities.	A, I



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