

Library Warden

Job Description



Library Warden

Responsible to: Security Manager

Accountable to: Head of Maintenance and Facilities

Overall Purpose

To provide an active presence throughout the University libraries, including meeting and greeting students, staff and visitors and responding to general enquiries.

Principal Duties and Responsibilities

To deliver good quality customer service.

To be the point of initial reference for all visitors and callers, presenting a friendly, effective and efficient presence.

To be knowledgeable about the library, its services and layout in order to help visitors with enquiries.

To be knowledgeable about the range of services available across the University campuses.

To continuously monitor and reset the environment, whilst complying with health and safety regulations.

To maintain a high quality learning environment in both campus library buildings, reporting any issues via the correct channels.

Complete accident and incident forms and ensure their timely submission to line manager and security personnel.

To respond appropriately to evacuation alarms & request assistance from security personnel.

To respond appropriately to unauthorised use of fire exits & request assistance from security personnel.

Generic Duties and Responsibilities

The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Security Manager.

The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.

The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Please see Key below

	Criteria	Essential / Desirable	Assessment Methods
Qualifications			
1	Education to GCSE level, or equivalent, including English and Mathematics	E	A
Skills, Knowledge and Experience			
2	Knowledge of Service level delivery and customer service expectations	E	A/I
3	Relevant experience of working within the services sector	D	A/I
4	Good general organisational skills	E	I
5	Good written and verbal communication skills commensurate with level of the post	E	A/I
6	Excellent interpersonal skills	E	I
7	Excellent Customer Service skills	E	A
Personal Qualities			
8	Be prepared to travel between sites as required to fulfil the role	E	I
9	Be prepared to undertake additional training & instruction to effectively carry out the roles of the post as required	E	I
10	Ability to adapt to organisational change	D	I
11	Ability to adapt to technological advances in the workplace	D	I
		(E) Essential (D) Desirable	(A) Application (I) Interview (T) Test (P) Presentation