

JOB DESCRIPTION

Job Title: Desk Supervisor

Department: College Library

Reports to: Sub - Librarian

Purpose of role: To supervise the Library during extended opening hours. To act as a security presence at the Library entrance, to answer enquiries from Library users, and to assist with any circulation issues.

Key accountabilities:

- Control access to the Library by confirming that Library users are members of the College and by explaining to any external visitors trying to gain access that the facilities are used by Trinity members only. To admit those who have forgotten their university cards or permitted visitors to Wren.
- Provide assistance with any enquiries from Library users either in person or by phone, including: using the catalogue and finding books, printing and photocopying, provision of stationery items and the key for access to the basement, noting any unresolved issues (including maintenance) for the Assistant Librarians to deal with the next day.
- Provide circulation help to users, including for any items requiring manual issue and checking them on return – (items which are not electronically tagged such as DVDs, board games etc.) and sorting returned books on the shelving trolleys, noting any unresolved issues for attention by the Assistant Librarians.
- Record numbers of Library users during each shift.
- Monitor behaviour of library users, reminding the users of library rules as required (including 'phone use and food), requesting assistance from the Porter's Lodge should there be any unacceptable/unusual behaviour.
- Conduct opening up or closing down procedures (dependent on the shift), by collecting or returning keys to the Porter's Lodge, opening/closing windows and doors, turning power on/off, turn lights on/off, log on/off desk computer, turning photocopier on/off, acting as a fire marshal in the event of a fire alarm (in accordance with College training as provided), ensuring the safety and security of the Library and notifying the Porter's Lodge of any concerns.
- Complete administrative library tasks (typing, book processing, checking of lists) as directed by the Sub-Librarian.
- Greet visitors and direct visitors to the Wren Library where applicable (Saturday mornings only).

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

PERSON SPECIFICATION

Criteria	Description
Experience	Working independently An interest in library service provision Working in a front-facing, service-driven environment
Skills	Confident computer user Good communication and interpersonal skills
Additional requirements	Hours of work for this role are between 5pm-1.15am on weekdays, and 9am-1.15am at weekends.

Desk supervisor shifts:

During term:

Between 5pm-1.15am on weekday evenings (shifts- 5pm – 8.30pm and 8.30pm – 1.15am), or

Between 9am-1.15am on Saturdays and Sundays (shifts - 9am – 5pm, 5pm – 8.30pm and 8.30pm – 1.15am).

Staff must work a minimum of 3 hours per week or 13 hours per month during term time.

Outside term:

Between 5-8pm on weekdays, and between 9am-5pm on Saturdays

EMPLOYMENT DETAILS

Rate of Pay:	£12.59 p/h standard £13.99 p/h enhanced (shifts after 8.30pm).
Hours:	Rota basis – please see above.
Holiday:	Equivalent to 33 days including 8 public holidays (pro rata for part-time staff).
Probationary Period:	Six months.
Pension Scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
Employee Assistance:	The Employee Assistance Programme is a free and confidential telephone and web-based information and support service providing staff with access to caring and professional consultants and counsellors.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff who organise events and outings.
Private Health Care:	The College provides private health care and membership of a dental care scheme. Staff are able to join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit.
Cycle to Work Scheme:	There is a tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it. Staff are able to apply for this scheme after successful completion of their probationary period. Maximum limits apply.
Access to College:	The College is unable to provide parking on site for its entire staff. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking.
College Punts:	Use of College punts at a subsidised rate.
Childcare:	Access to a workplace nursery, subject to places being available.