Salary: Grade 2 (£15,842 – £16,766 p.a. pro rata - appointment will be at £16,146 or above)

Reference: CSLIB1185

Hours: 15 per week (Monday to Friday 14:00 to 17:00)
Shelving Assistant, Western Campus Store
Research Centre Team, Special Collections & Galleries

Are you committed to outstanding service delivery? Do you know how to go the extra mile for customers? Can you make a positive contribution to our team?

The Library has the Customer Service Excellence award, and our Research Centre Team make a major contribution to ensuring the needs of customers to the Special Collections Research Centre are met. We’re the first point of contact with people visiting Special Collections - we make sure the research centre is a welcoming, attractive space to work, and that customers get access to the material they need as efficiently as possible.

We’re looking for someone committed to excellent customer service. Over 3 million items are borrowed each year, and thousands of items are consulted in the Research Centre. Being able to find available stock in the right place is vitally important to our customers. You’ll be joining a team which moves stock and makes sure items are shelved promptly and accurately for both Special Collections and Customer Services - this involves lifting, manual handling and working at height. Attention to detail is essential, and you’ll work to performance standards which are regularly monitored.

What does the role entail?

As a Shelving Assistant, your main duties will include:

- Moving and shelving stock within the Library stores and main campus libraries (primarily Western Campus Store, the Brotherton Library and Special Collections);
- Packaging and delivering stock between and within sites;
- RFID tagging of stock and other collection maintenance work;
- Enquiries support: managing email queries in our internal mailboxes online enquiry system; helping with basic enquiries about our services, locations and classification schemes; logging and recording statistics and data;
- Searching for missing items including using Library databases to track loan history;
- Training colleagues who are new to the role;
- Troubleshooting problems with Library equipment;
- Working with colleagues to improve and develop our services.
These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

**What will you bring to the role?**

As a Shelving Assistant you will have:
- Attention to detail, understanding the need for accuracy and able to spot errors and anomalies, and take the appropriate action;
- Confidence in using IT and learning new systems and technology;
- The ability to follow an alpha-numeric classification scheme and to shelve stock accurately;
- The ability to work under pressure with speed and accuracy whilst meeting service and performance standards;
- An understanding of and commitment to excellent customer service;
- Excellent interpersonal and communications skills;
- The ability to make a positive contribution to the team and work collaboratively;
- A proactive and flexible approach, able to respond to changing priorities and new initiatives, and solve problems within given boundaries and procedures.

You may also have:
- Experience of working in a busy customer service environment;
- Experience of working in a library or other stock storage environment.

**How to apply**

You can apply for this role online; more guidance can be found on our How to Apply information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

**Contact information**

To explore the post further or for any queries you may have, please contact:

**Claire Morton, Research Centre Manager**
Tel: +44 (0)113 343 6383
Email:C.Morton@leeds.ac.uk
Library HR team  hr@library.leeds.ac.uk

Additional information

This post is primarily based at our Western Campus Store.

Further information about the Library and Special Collections

Working at Leeds
Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our Working at Leeds information page.

Candidates with disabilities
Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our How to Apply information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974
A criminal record check is not required for this position. However, all applicants will be required to declare if they have any ‘unspent’ criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our Criminal Records information page.