

**BPP Job Description**

**Job Title** Senior Information Assistant

**Department Group Education Services**

**Location Manchester St James**

**Additional details**

**Contract type Temporary**

**Hours of work** BPP’s core hours for most full-time staff are Monday-Friday, 9am-5:30pm (37.5 hours per week)

**Reporting lines** Reporting to the Senior Library Manager

**Job Purpose**

You will be responsible for assisting in delivering a first in class Library service to staff and students at BPP across the range of our provision (including apprenticeship, university and PQ). Applicants should be self-motivated, with good IT and client care skills and the ability to work as part of a team.

**Key Responsibilities**

* Maintain an environment conducive to study
* Deliver a student focused service to BPP students
* Respond to student queries received in centre and through our online channels.
* Develop sufficient knowledge of other departments within the BPP Group
* Ensure that our library services meet the needs of library users.
* Help create & maintain library user guides work with the Library Team to help develop resources for users, online information services & other initiatives.
* Take an active role in promoting library services & resources to staff & students.
* To undertake a wide variety of administrative tasks consistent to the post .

**Skills, experience & qualifications required - Essential**

* Educated to degree level.
* Good customer service skills
* An ability to work effectively as part of a team.
* An ability to work on own initiative.
* Excellent communication skills.
* Excellent organisation and time management skills.

**Skills, experience & qualifications required - Desirable**

* Library / information qualification
* Experience of delivering library services in an academic environment.