

# Visitor Services Officer & Library Assistant

## Job Description

Full-time, Permanent Post based in Central London, WC1

Salary: £21,500

Responsible to: Head of Collections

Together with the Visitor Services and Volunteer Coordinator you will be responsible for front-of-house services, providing a professional and welcoming first impression for all visitors to the Library. The other half of your time will be spent assisting the Collections team, in particular managing the periodicals collection. The candidate must be well-organised, with a high degree of initiative.

This is an ideal starting position for someone wanting to work in libraries or the heritage sector. As a key player in a small team, the candidate must be prepared to show willingness to go beyond the terms of the job description, occasionally including working additional hours.

### Main Duties and Responsibilities

#### Visitor Services Assistant

- Providing a professional and welcoming reception for all Library visitors and readers, overseeing visitor experience and front-of-house services as well as telephone and email.
- Developing a thorough knowledge of the Library, its history, exhibitions and collections in order to provide accurate, interesting and useful information to visitors and readers.
- Liaising with management, outreach staff and Administrator to ensure that the Library's facilities are run efficiently.
- Undertaking first aid training and working with colleagues and volunteers to share knowledge and skills gained from training.

#### Library Assistant

- Checking in and shelving journals as they come in. We receive 110 titles on a regular basis
- Keeping track of new issues and order missing copies
- Together with the Head of Collections develop the collection in line with the collection policy and identify new titles of interest to us
- Together with the Acquisitions Librarian buy missing issues from 1933-1950
- Involvement in other collection management activities as time allows

You may be asked to carry out other duties as may arise from time to time. You will be required to act in accordance with the provisions of the Health and Safety at Work Act 1974 to take reasonable care for the health and safety of any person who may be affected by your acts or omissions at work.

## **Person Specification**

To be considered for this role, you will need a good level of education preferably an honours degree (or equivalent) ideally in the humanities. Committed to a career in library work or the heritage sector, you are an organised person who enjoys working with people, are IT literate, familiar with Microsoft Office applications and have excellent communication skills. You are also able to work unsupervised, prioritise workloads and meet deadlines effectively. A working knowledge of German would be an advantage, as would familiarity with library management systems.

## **Skills and Ability**

### **Essential**

- Educated to degree level in a relevant subject, e.g. history
- Strong communication and interpersonal skills (written and oral)
- Attention to detail
- An interest in Libraries, Archives and Information Management
- Outgoing, polite and friendly manner enjoying dealing with people of all ages and backgrounds.
- Responsible attitude and a high degree of initiative, able to deal with changing priorities and demands.
- High standard of personal presentation and attention to detail.
- Ability to organise work effectively and prioritise tasks
- Team player as well as self-motivated
- Good general IT skills

### **Highly desirable**

- Some subject knowledge of the Holocaust and modern history
- Experience of working with the public across all ages and nationalities in a front line customer service role
- Experience with electronic resources
- Experience with library management systems
- Experience of reader services in a higher education setting
- Working knowledge of German
- Other modern European languages or Hebrew

## **How to Apply**

Please send your CV and a cover letter outlining your relevant experience to:

The Administrator  
The Wiener Library, 29 Russell Square, London WC1B 5DP  
sbartlett@wienerlibrary.co.uk

The closing date for applications is **Friday, 14 July 2017**. Applications must be received by 5.30pm.

For an informal talk about this position, please contact Kat Hubschmann, Head of Collections, on 020 7636 7247 or khubschmann@wienerlibrary.co.uk