

Robert Gordon University
University Library
Administration Assistant

Job Description

Job Title: Administration Assistant Reports to: Director of Library & Learning Services Responsible for: n/a Position type: Permanent, part time Location: Sir Ian Wood Building, with occasional travel to other campus buildings; occasional hybrid working	Working hours: 17.5h/week Working pattern: 0900-1230 Monday-Friday Grade/Salary: G3 Position type: Permanent, full time
---	--

Purpose of role

To provide administrative support to the Library team, maintaining organised, accurate and easily discoverable records in print and digital formats to ensure the smooth delivery of Library daily operations. You will act as the main departmental contact on all aspects of pay, absence, medical certificates and holiday entitlements. In addition, the role involves working closely with the Financial and Administration Assistant to provide seamless finance support for the department. You will enable the effective delivery of Library Services by working flexibly to support the work of other Library teams at times of high demand.

Job Context

The university library is located at the heart of RGU's Garthdee campus in the iconic tower of the Sir Ian Wood Building. We provide a comprehensive range of services and resources to enhance learning, teaching and engagement activity across all university and wider communities.

As the gateway to collections, we facilitate access to over 100,000 print book titles, more than 225,000 e-book titles and over 40,000 e-journals and other online serials such as newspapers and conference proceedings. We also steward the university's unique art and heritage collections and manage the institutional repository which showcases the innovative and globally recognised work created by RGU researchers.

The library is an active partner in the delivery of the university's refreshed strategy, championing inclusive and sustainable approaches to all areas of our work, contributing to a vibrant and welcoming campus environment, driving research and the development of a strong research culture and is central to the provision of an excellent student experience.

RGU library is comprised of five core teams: Academic & Customer Support, Art and Heritage, Collections & Discovery, Digital Systems, and Research Support, supported by the Administration Assistant. In addition, cross functional teams bring together staff with diverse skills and experience to progress a range of service improvement projects.

Main Duties

Library Administration

- Develop and maintain effective and efficient administrative systems and processes (both paper and electronic).
- Responsible for Library records management, maintaining well organised, accurate and easily discoverable departmental records in line with agreed retention schedules, ensuring confidentiality as appropriate.
- Plan and organise Library storage and administrative working space.
- Manage the day-to-day operation of the Library Office, tracking and managing office supplies to ensure staff have access to the resources and equipment needed for effective service delivery.
- Maintain and update departmental data, providing statistics and analysis on request.
- Support the planning and organisation of events e.g. staff meetings or training events, managing attendance, administering accommodation and catering bookings and collating evaluation responses.
- Undertake administrative tasks and maintain employee records related to HR functions e.g. pay, absence, medical certificates and annual leave. Liaise with internal departments e.g. Payroll and act as the main point of contact for Library staff.
- Responsible for key aspects of Library new staff induction and staff leavers e.g. maintenance of checklists and documentation, organising access arrangements, issue and return of keys, fobs and ID card.

Communication

- Responsible for collating content, editing and publishing the weekly Library Bulletin.
- Communicate effectively with internal and external contacts via telephone, email and Teams.
- Participate in relevant networks and groups, both internal and external to the Library, representing the Library as required.
- Work closely with the Financial & Administration Assistant, undertaking shared tasks and acting as a point of reference for all Library teams, to ensure seamless cover and resilience.

Finance Support

- Support the ordering of goods and services using the University finance systems and Library credit card. Liaison with Library staff to refine requirements; sourcing, and communication with external suppliers.
- Assist with processing invoices for Library goods, services, and resources, using the University finance systems.
- Support credit card reconciliation processes, maintain records about credit card payments, check the Library's credit card statement and ensure timely authorisation.
- Act as a back-up for student overdue, fines and staff leaver processes.
- Assist with staff travel, accommodation, and training requests, using the university's travel booking service and making direct bookings with providers as appropriate.

General

- Undertake manual handling duties in line with health and safety protocols.

- Keep up to date with continuing professional and technical developments in relevant areas.
- Maintain an understanding of appropriate policies and regulations including GDPR, copyright and health and safety.
- Work flexibly to support other Library teams as required.
- Undertake the role in line with the university's core values: [Our Values | RGU](#)

This job description is not exhaustive, and the role holder may be required to support other Library teams by undertaking relevant duties commensurate with the grading of the post. Activities may be subject to amendment over time as the role develops and/or Library priorities and requirements evolve.

This role is suitable for hybrid working in line with the University's [policy](#) and guidance. Due to Library operational requirements, work from home will usually be limited to one day per week.

Person specification

This table lists the essential and desirable requirements needed to carry out this role effectively.

- **Essential:** requirements without which a candidate could not undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short-listing stage.
- **Desirable:** requirements which would enable a candidate to perform the job well. When short-listing, these criteria will be considered when multiple applicants meet the essential requirements.

Qualifications and Professional Memberships	Essential	Desirable
Minimum of 3 Scottish Highers or equivalent qualification.	☒	☐
Knowledge and Skills		
Ability to communicate clearly and effectively both orally and in writing	☒	☐
Excellent interpersonal skills and ability to provide effective and efficient customer service.	☒	☐
Knowledge of finance processes and procedures.	☒	☐
Excellent organisational skills, including the ability to manage time, prioritise tasks and maintain records, processes and systems.	☒	☐
Strong, demonstrable IT skills (including use of MS Word, Excel, Outlook and Teams) and ability to learn new systems.	☒	☐
Flexibility, with the ability to adjust to changing priorities and learn new tasks and processes quickly.	☒	☐
Experience		
Experience of working as part of a team and independently	☒	☐
Experience of working in an environment requiring a high degree of accuracy and attention to detail	☒	☐
Experience of demonstrating initiative and resolving basic problems without direct supervision	☒	☐
Experience of using a financial management system	☐	☒
Experience of working in an office/administrative environment	☒	☐
Experience of working in a higher education environment	☐	☒
Experience of working in a library- in particular an academic library	☐	☒
Experience of record keeping, administration and handling sensitive/confidential information.	☒	☐