

Casual Library Assistant Grade B, £9.77 per hour

The Royal Welsh College of Music & Drama (RWCMD) is the National Conservatoire of Wales providing pioneering performance-based training to over 800 of the most talented actors, musicians, stage technicians, scenic designers and arts managers from more than 40 countries. It is also one of Cardiff's most popular arts venues hosting over 500 public performances each year. It is based at the stunning landmark building in the heart of Cardiff, overlooking beautiful, urban parkland just a 5-minute walk to the city centre. Its reputation is built on excellence, and it attracts the very best talent.

With a distinctive and distinguished track record of 70 years in professional training in Music and Drama, including being rated top UK drama school in the Guardian League tables several times in the last few years, the College has in the last decade established itself as a major cultural institution in Wales, with outstanding premises, pioneering industry partnerships, and a vibrant events programme. The College nurtures the next generations of contemporary professionals, who are industry-ready for international careers.

Our reputation is built on excellence by supporting our employees to develop the highest level of talents and skills. We are an inclusive space for everyone and a community thriving on respect and celebrating difference. We are committed to creating a workforce that is representative of society. Currently, people from ethnically diverse communities, those who self-identify as disabled and neurodiverse and transgender individuals are under-represented, so we are keen to hear from candidates from these under-represented groups.

We offer a number of employee benefits including an excellent pension scheme and operate a flexible working system.

The Library Assistant is part of a small team assisting with the effective delivery of core library services at the Royal Welsh College of Music and Drama for staff, students and other borrowers. The role includes regular work at an Issue Desk, including as the sole member of staff when covering evening and Saturday shifts.

Based at Cardiff, this role will provide you with an opportunity to utilise and develop your customer service and administrative skills and to gain experience of working in a library environment.

This role is a casual contract providing cover when needed during the week and weekends. Preference will be given to people who will be available to work Saturdays when required. The hours will vary depending on staff absence, so this role would suit someone with a slightly more flexible timetable.

If you are a successful external candidate for this position, you will be employed by Professional and Support Services Limited, a wholly owned subsidiary of the University of South Wales, which provides services to the University and Colleges. If you are an internal candidate, you will continue to be employed by the Royal Welsh College of Music and Drama.

For an informal conversation about this post please contact Judith.dray@rwcmd.ac.uk.

Interview date: To be confirmed.

Apply online <https://www.rwcmd.ac.uk/who-we-are/staff-vacancies>

Job Description

Job position	Casual Library Assistant
Department	Library
Providing services to	Royal Welsh College of Music and Drama
Grade and salary	Grade B, starting at the bottom of the band, currently £9.77 per hour for 2021/22 (excluding holiday pay)
Hours of work	You have no normal hours of work and you will be offered work on an "as required" basis. * <i>*There is no obligation on the Company to offer you work and, where work is offered, there is no obligation on you to accept it. Your hours will vary according to the needs of the Company and your availability to work</i>
Contract duration	Permanent
Reports to	Head of Library Services

Job Purpose

Library Assistants play a key role in the RWCMD Library team in delivering excellent customer service to Library users and helping users find the support they need. The role predominantly involves work on the Issue Desk as well as carrying out processing and administrative duties that underpin the Library service.

Key Responsibilities

- Work at the Issue Desk providing excellent customer service to Library users, including to staff and student borrowers as well as members of the public.
- Resolve basic enquiries of Library users.
- Issue and return materials of various formats e.g. books, scores, CDs, orchestral set parts etc.
- Return Library materials to the shelves.
- Deal with requests from external users to borrow material from the Drama Association of Wales (DAW) collection.
- Process new materials to get them ready to add to the Library stock.
- Assist with checking of new materials and donations.
- Administrative duties relating to interlibrary loans, orchestral / choir sets / DAW loans etc.
- Contribute to project work as needed
- Contribute to the library Twitter account
- Update posters and signage
- Contribute to displays and marketing initiatives in the library
- Undertake any other duties reasonable and appropriate to this job description.

Person specification

To be able to undertake this role effectively you will need the key attributes and skills outlined below. When

completing your application ensure you demonstrate how you meet these criteria:	
1	A demonstrable commitment to the College’s core values of fairness, dignity and respect, and celebrating diversity, equality and inclusion of people from all sectors of society. *
2	Organisational and administrative abilities, including excellent attention to detail. *
3	Excellent communication skills both oral and written. *
4	High level of interpersonal skills and the ability to work effectively both within a team and as an individual. *
5	Ability to plan and organise own workload, meet deadlines and work under pressure including working on own initiative. *
6	Knowledge of variety of IT packages and familiarity with some electronic resources. *
7	Customer service experience. *
8	Experience of using a library. *
9	Qualifications demonstrating high level of literacy and basic numeracy. *
10	Experience of working in a library or information environment.
11	The ability to read music and comprehend associated technical terms.
12	An interest in marketing, visual design and/or social media.
13	The ability to speak Welsh and/or an understanding of Welsh language is desirable given the College’s position in a bilingual nation.

Health and Safety

It is your responsibility to familiarise yourself, and comply, with the Royal Welsh College of Music and Drama’s health and safety policies and procedures. You must also be fully conversant with your health and safety responsibilities as determined by your role and department and implement these accordingly.

Equal Opportunities and our Disability Confident Committed Scheme – offer of an interview

The Royal Welsh College of Music and Drama is committed to creating a diverse workforce that reflects contemporary society as a whole. We aim for an inclusive environment where staff can be themselves and everyone is treated with dignity, fairness and respect. We actively welcome applicants from a variety of backgrounds and communities regardless of their age, disability, gender, gender identity, sexual orientation, marital status, pregnancy and maternity, ethnic origin, religion or belief.

We guarantee that all candidates who self-identify as disabled and neurodiverse who demonstrate that they meet the essential criteria will be invited for interview. Key criteria are identified by * in the person specification above.