

# Shelving Assistant (part-time)

## *Candidate information pack*

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### Role: Summary

<b>Job title:</b>	Shelving Assistant (part-time)
<b>Department:</b>	Member Services
<b>Salary range:</b>	£25,345.05 - £27,479.37 per annum (pro-rata) plus benefits
<b>Status:</b>	Permanent post, subject to the Library's general employment policies
<b>Hours:</b>	28 hours per week (0.8 FTE) between Monday and Friday, though we will consider applications from candidates wishing to work 14 hours per week (0.4 FTE)
<b>Location:</b>	St James's Square, London SW1
<b>Accountable to:</b>	Chief Library Assistant, Circulation
<b>Key relationships:</b>	Member Services team Collection Care Department Members of the Library and other stakeholders
<b>Purpose:</b>	To deliver the key tasks of re-shelving, maintaining shelf order and retrieving stock in the most efficient way possible.

### Role: Key Duties

#### Retrieval (35% of time)

As part of a team to participate in:

- retrieving books on a regular basis throughout the day in response to member requests
- reporting to Circulation Desk staff when a requested book is missing from the shelf
- fetching books from locked safes as required, following established security and conservation procedures

#### Reshelving (65% of time)

As part of a team to participate in:

- returning stock to the open shelves no more than 48 hours after it has been returned
- reporting any areas of congestion, damage or concern to the Chief Library Assistant Circulation
- general awareness of conditions in the open shelves including reporting signage requirements to the Head of Member Services; identifying books in need of repair; reporting defective stack lights to the Support Team

### Other duties

- to search for missing books, including use of RFID technology
- to work in any part of the Member Services Department as the demands of the service require ensuring the provision of a seamless and high quality service to members at all times
- to attend appropriate training courses to improve and extend skills base as recommended by the Library from time to time
- to undertake any other duties as may reasonably be required by the Librarian

Library posts in Member Services involve substantial physical effort in the moving and handling of material.

# Person Specification

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## Qualifications (Essential)

- GCSE (Grades A-C) or equivalent in English and Mathematics

## Experience and Knowledge

- Previous experience of library-based work **(Essential)**
- Familiarity with library computer systems **(Essential)**
- Some knowledge of one or more European languages **(Desirable)**

## Skills and Abilities (Essential)

- Ability to work effectively as part of a team, with a collaborative approach to achieving team and organisational goals
- Ability to communicate confidently and effectively with a wide range of people
- Good general knowledge and a good memory
- Good basic IT skills (MSWord, email, internet)
- Ability to undertake routine work diligently, accurately and positively

## Personal Impact (Essential)

- A genuine commitment to delivering first rate services
- Organised, persistent and methodical approach
- Consistently courteous approach
- Ability to work accurately, methodically and successfully to deadlines
- Flexible and adaptable
- Self-motivated, team worker who enjoys working with people
- Fitness to undertake physical duties such as retrieving and shelving
- Ability to carry out routine work quickly, efficiently and in a positive manner

The job description set out above does not form part of the contract and may be subject to amendment at the discretion of the Director

October 2024

# Application and selection procedures

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## Selection process

If you have any queries or wish to have an informal discussion about the role before applying, please contact Claire Rudman (HR Manager) on 020 7766 4754; [claire.rudman@londonlibrary.co.uk](mailto:claire.rudman@londonlibrary.co.uk).

## Timetable

**Vacancy advertised**  
w/e 4 October 2024

**Deadline for applications to be received**  
14 October 2024 @ 5:00pm

**Interviews**  
21 October 2024 (one stage, with task or test)

## To Apply

Please download the application form from our website, complete all three sections and send them.

**by email to:** *[vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk)*

**by post to:**  
Vacancies  
The London Library  
14 St James's Square  
London SW1Y 4LG

# Key Information: Hours of Work, Pay and Benefits

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## Hours of Work, Pay and Benefits

### Hours of work

This is a part-time position of 28 hours per week (0.8 FTE) between Monday and Friday, though we will consider applications from candidates wishing to work 14 hours per week (0.4 FTE).

The Library is open 9.30am-9pm Monday and Tuesday, 9.30am-5.30pm Wednesday to Saturday, and open late one Wednesday a month throughout the year.

### Salary

£25,345.05 - £27,479.37 per annum (pro-rata), depending on experience.

### Holiday

25 days plus 11 days when the Library is closed for public holidays (pro rata).

### Pension

The Library operates a Group Personal Pension Scheme. Details may be seen at the Library. Eligibility to join and entitlement to benefits is subject to the rules of the scheme.

### Life Assurance

The Library operates a Group Life Assurance Scheme, which in the event of death whilst employed by the Library, will pay out a lump sum of 4 x annual salary to the employee's nominated beneficiaries.

### Cash Health scheme

All employees will be enrolled into our cash health scheme which allows members to reclaim the cost of medical expenses such as dental fees and prescription charges as well as access to a 24-hour employee assistance service.

### Season tickets and bicycle loans

(subject to a qualifying period)

Interest-free loans for the purchase of season-tickets and/or bicycles for travelling to and from work.

### Access to collections

The facility to make full borrowing use of the Library's collections (up to 10 books at a time) and online resources.

### Book purchase and binding

Staff may purchase books for themselves, taking advantage of the discounts negotiated by the Library. Discounts on binding personal books may also be arranged.

### Training & Development

The Library is committed to the support and development of all staff. We aim to ensure that all members of staff not only have the knowledge, skills, and experience necessary to be successful in their jobs, but also to fulfil their career potential.

### Rest facilities

Staffroom with small kitchen and dining area offering free tea and coffee-making facilities.

## Appendix – GDPR Privacy Notice

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This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share information about you during the application process. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

### Who collects the information?

The London Library ('Company') is a 'data controller' and gathers and uses certain information about you.

### Data protection principles

We will comply with the data protection principles when gathering and using personal information.

### About the information we collect and hold

The table set out in Part A of the Schedule below summarises the information we collect and hold up to and including the shortlisting stage of the recruitment process, how and why we do so, how we use it and with whom it may be shared.

The table in Part B of the Schedule below summarises the additional information we collect before making a final decision to recruit, i.e. before making an offer of employment unconditional, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

### Where information may be held

Information may be held at our offices and those of our third party service providers.

### How long we keep your information.

We keep the personal information that we obtain about you during the recruitment process for no longer than is necessary for the purposes for which it is processed. How long we keep your information will depend on whether your application is successful and you become employed by us, the nature of the information concerned and the purposes for which it is processed.

We will keep recruitment information (including interview notes) for no longer than is reasonable, taking into account the limitation periods for potential claims such as race or sex discrimination (as extended to take account of early conciliation), after which they will be destroyed. If there is a clear business reason for keeping recruitment records for longer than the recruitment period, we may do so but will first consider whether the records can be pseudonymised, and the longer period for which they will be kept.

If your application is successful, we will keep only the recruitment information that is necessary in relation to your employment. For further information, see *our data protection privacy notice (employment)*.

### Your right to object to us processing your information.

Where our processing of your information is based solely on our legitimate interests (or those of a third party), you have the right to object to that processing if you give us specific reasons why you are objecting, which are based on your particular situation. If you object, we can no longer process your information unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Please contact [vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk) if you wish to object in this way.

## **Your rights to correct and access your information and to ask for it to be erased.**

Please contact [vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk) if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our HR team for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our HR team will provide you with further information about the right to be forgotten, if you ask for it.

## **Keeping your personal information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## **How to complain**

We hope that our HR team can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

**THE SCHEDULE**  
**[ABOUT THE INFORMATION WE COLLECT AND HOLD]**

**Part A**

Up to and including the shortlisting stage.

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
<b>Your name and contact details (i.e. address, home and mobile phone numbers, email address)</b>	From you	Legitimate interest: to carry out a fair recruitment process  Legitimate interest: to progress your application, arrange interviews and inform you of the outcome at all stages	To enable HR personnel or the manager of the relevant department to contact you to progress your application, arrange interviews and inform you of the outcome  To inform the relevant manager or department of your application
<b>Details of your qualifications, experience, employment history (including job titles, salary and working hours) and interests</b>	From you, in the completed application form and interview notes (if relevant)	Legitimate interest: to carry out a fair recruitment process  Legitimate interest: to make an informed decision to shortlist for interview and (if relevant) to recruit	To make an informed recruitment decision  The person making the shortlisting decision will receive pseudonymised or anonymised details only; if you are invited for interview, the interviewer will receive non-anonymised details
<b>Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs</b>	From you, in a completed anonymised equal opportunities monitoring form	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	To comply with our equal opportunities monitoring obligations and to follow our equality and other policies
<b>Details of your referees</b>	From your completed application form	Legitimate interest: to carry out a fair recruitment process	To carry out a fair recruitment process  To comply with legal/regulatory obligations  Information shared with relevant managers, HR personnel and the referee
<b>Information about your health, including any medical condition, health and sickness records</b>	From you	Legitimate interest: to carry out a fair and non-discriminatory process  Necessary for performance of rights and obligations in connection with employment	To carry out a fair and non-discriminatory recruitment process – to see if there are any adjustments that can be made to the recruitment process

**Part B**

Before making a final decision to recruit

The information we collect	How we collect	Why we collect the	How we use and
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	<b>the information</b>	<b>information</b>	<b>may share the information</b>
<b>Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained about you from previous employers and/or education providers Δ</b>	From your referees (details of whom you will have provided)	<p>Legitimate interest: to make an informed decision to recruit</p> <p>To comply with our legal obligations</p> <p>Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice</p>	<p>To obtain the relevant reference about you</p> <p>To comply with legal/regulatory obligations</p> <p>Information shared with relevant managers and HR personnel</p>
<b>Information regarding your academic and professional qualifications Δ</b>	From you, from your education provider, from the relevant professional body	Legitimate interest: to verify the qualifications information provided by you	To make an informed recruitment decision
<b>Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information Δ</b>	From you and, where necessary, the Home Office	<p>To enter into/perform the employment contract</p> <p>To comply with our legal obligations</p> <p>Legitimate interest: to maintain employment records</p>	<p>To carry out right to work checks</p> <p>Information may be shared with the Home Office</p>
<b>Information about your health, including any medical condition, health and sickness records</b>	<b>From you</b>	<p>Legitimate interest: to ensure intrinsic elements of the role can be met</p> <p>To enter into/perform the employment contract</p> <p>Necessary for performance of rights and obligations in connection with employment</p>	<p>To ensure intrinsic elements of the role can be met</p> <p>To establish if any reasonable adjustments can be made</p>

You are required (by law or in order to enter into your contract of employment) to provide the categories of information marked 'Δ' above to us to enable us to verify your right to work and suitability for the position.