

The University of Manchester

Job Description

Job title:	Teaching Learning and Students Intern
Reports to:	Teaching, Learning and Students Coordinator
Organisation unit:	University of Manchester Library: Faculty & Student Partnerships
Date:	April 2021
HERA:	MAPACS-INTERN-A (213, Grade 2)

Overall purpose of the job:

- This role will provide the opportunity to work within the large and busy Teaching, Learning and Students team. This Team is responsible for delivering library services which directly support teaching, learning and the student experience. This includes the delivery of efficient and effective frontline services as well as the creation and delivery of teaching, training and self-help materials in both physical and digital formats across a wide range of skills and service areas
- The Teaching, Learning & Students Intern will work primarily under the direction of a nominated Teaching, Learning & Students Coordinator, but will work flexibly to support all the service teams in delivering and developing successful and innovative services and to deliver a range of projects which support the library strategy

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To provide administrative support to the service teams under Teaching, Learning and Students (including maintaining records, dealing with workshop bookings, answering enquiries, providing meeting support, preparing training materials, creating orders for supplies, compiling evaluation data, quality checking of training materials and social media content, monitoring of service levels)
- To contribute to specific strategy and business improvement projects as identified by the TLS Manager (e.g. My Learning Essentials)
- To assist with planning and running events and campaigns (e.g. Exam Extra, Get Started)
- To assist with the delivery of a range of Teaching, Learning & Students enquiry services, including the development of self-help materials as informed by regular enquiries
- To collaborate with the Library Student Team in the delivery of services and support
- To support and assist with training and teaching events as appropriate
- To assist with the organisation and delivery of promotional events and consultation groups
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required

- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential knowledge, skills and experience:

- Graduate from The University of Manchester
- Demonstrate awareness of the Library's resources and services in all media
- Demonstrate awareness of the information needs of users at a higher education level
- Enthusiastic about providing a good quality library service and a have customer-focused outlook
- Ability to work on their own initiative and prioritise a varied workload
- Excellent communication skills (both verbal and written)
- Ability to work proactively, flexibly, and as part of a busy team
- Proficient in the use of IT, with experience of a range of computer applications (including databases, word processing, spreadsheets) and a willingness and aptitude for learning to use different software (e.g. social media platforms, events booking system)
- Excellent interpersonal skills with an ability to deal with students and a wide variety of people in a polite, friendly and confident manner
- Good attention to detail and a high degree of accuracy
- Experienced in working successfully to tight deadlines

Desirable skills, knowledge and experience:

- Experience of working in a customer service environment (e.g. library, retail, hospitality or other environment involving the provision of service to the public)