

**Job Title** – Information Assistant

**Salary** – £25,207 per annum

**Contract Type** – Permanent, full-time (35 hours)

**Location** – This position is based on-site at the Royal College of Surgeons of England

### About us

RCS England is the professional body for surgery. Our mission is to build the future of the surgical profession and improve the delivery of surgical care. We do this through education, training, examination, supporting surgical research and providing support and advice for surgeons at all stages of their careers.

### About the role

The Royal College of Surgeons of England (RCS England) is looking for an Information Assistant to support the delivery of high-quality and customer-focused library services and activities that are provided on-site from RCS England Library, as well as remotely via the Internet. The post holder's principal duties will be divided between direct customer-facing support activities for Members and Fellows, RCS England staff, and external researchers, and non-customer facing technical and administrative activities that support service and resource delivery.

### Responsibilities

- As part of the Library Team, provide a varied range of high-quality and responsive customer support services for in-person and remote library users, including staffing the Library's enquiries desk, welcoming and assisting library users, and answering enquiries from library users.
- Undertake a range of collection management support activities, such as retrieving and shelving library materials, assisting with preparing stock for binding, and maintaining collections statistics.
- Carry out various clerical and administrative activities associated with the delivery of library services, including ordering items, processing invoices, and taking minutes at meetings.
- Undertake support activities required for the production and delivery of the *Plarr's Lives of the Fellows* resource.

### About you

You will possess:

- A Level or equivalent qualifications.
- Knowledge of or experience in the work of library and information services.
- Experience of working in teams in a customer services environment, and of dealing with customers in person.
- Experience of answering enquiries efficiently and effectively, meeting service level targets.
- Knows how to self-initiate and prioritise between tasks and to be proactive in workload planning.
- Able to work accurately with minimal supervision across a wide range of stakeholders and audiences.
- Experience of working collaboratively as a team player, having a positive regard for other colleagues; confident of own ability to engage with a wide range of customers.
- Excellent communication and interpersonal skills, including a high standard of written and spoken English and the ability to work with internal and external contacts.
- Excellent IT skills; experience in using standard Microsoft Office applications.
- Sound administrative aptitude, including excellent numeracy skills.

### What we can offer you

- 27 days paid holiday + bank holidays and up to 4 college closure days
- Flexible working
- Enhanced contributory pension scheme & other leave entitlements
- Variety of learning and development opportunities
- Wellbeing programme & Employee Assistance Scheme

**Interested Candidates:**

**If you wish to apply or if you have any questions about this position please email your CV together with a cover letter to [RCSHR@rcseng.ac.uk](mailto:RCSHR@rcseng.ac.uk).**

Any personal data collected from you, or that you provide to us, will be processed by us in accordance with our recruitment processes. If unsuccessful in your application, your information will be held by us on our database for a period of 6 months before deletion. If you would like your information removed sooner, please contact [RCSHR@rcseng.ac.uk](mailto:RCSHR@rcseng.ac.uk)

**Closing date: Sunday 27 April 2025**

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

The Royal College of Surgeons of England is committed to protecting your privacy. We are registered as a data controller with the Information Commissioner's Office (ICO). All College employees are responsible for records held, created and used as part of their work for the College including patient/client, corporate and administrative records. Records are managed according to the requirements of the Data Protection Act 2018 and ensure confidentiality. The College ensures that staff are trained to handle the information you submit to us with care and discretion, seeking advice where necessary.