# Information and Communications Assistant

## The Knowledge Exchange
## Glasgow

## About the role

The Knowledge Exchange, the information and intelligence arm of the Idox Group, delivers an information service to researchers and policy professionals in local authorities, public agencies, government departments, consultants, and academic research units throughout the UK.

The Information and Communications Assistant (I&CA) is responsible for supporting the research team and the membership team in the delivery of information/communications functions. This includes a variety of administration and library duties, including responding to customer requests, maintaining a physical and electronic document library, and preparing work for external contractors. There will also be opportunities to get involved in our social media and publishing activities.

We expect the position to be approximately 30 hours per week, over 5 days. We are flexible about when the work is done – our office is open 8am to 6pm and is in central Glasgow. This would be ideal for a recent graduate with strong attention-to-detail, or someone looking to return to the workplace. It would be beneficial to have some experience in an office environment. Candidates available immediately are especially welcome.

## You would be responsible for:

- Acting as a point of contact for people contacting the Information Service by telephone, email or web form
- Supporting a document delivery service to member organisations, dealing with postal loans, interlibrary loans, and provision of electronic documents
- Maintaining an electronic collection of reports and articles in a document management system, ensuring that they are uploaded and indexed appropriately
- Using a library management system (Koha) to manage the daily receipt of journals and other publications
- Liaising with publishers and subscription agents to ensure the timely receipt of books and journals
- Maintaining an orderly collection of hard copy journals, and support the preparation of journals stock for movement to an offsite holdings site on a regular basis
- Liaising with external abstractors by preparing and allocating documents for them to abstract, applying internal quality processes
- Supporting membership engagement activities, including the preparation and dissemination of newsletters and updates, compiling usage statistics and supporting sales campaigns
- Providing event management support where required
- Supporting the accurate use of internal information systems and logging agreed activities in order to support internal planning, using Access, Excel and other software as appropriate
- Performing any other administrative duties required for the smooth operation of the service and delivery of the Business Plan

## To be successful, you'll need to:

- Have experience of working in an office environment
- Work effectively in a small team; responding efficiently to direction and managing personal workload in order to meet agreed deadline
- Be reliable and well organised, with excellent record keeping ability and attention to detail
- Communicate in an accurate, friendly and effective manner, both verbally and in writing
- Strong IT skills, particularly a working knowledge of MS Office (Word, Access, Excel and Outlook)
- Have the ability to develop and maintain effective relationships with customers and other contacts.

## Additional desirable qualities:

- Experience of working in a library or information environment
- Degree-level qualification.

## About idox plc

Idox is the leading applications provider to UK local government for core functions relating to land, people and property, such as its market leading planning systems and election management software. Over 90% of UK local authorities are now customers. Idox provides public sector organisations with tools to manage information and knowledge, documents, content, business processes and workflow as well as connecting directly with the citizen via the web, and providing elections management solutions. It also supplies in the UK and internationally, decision support content such as grants and planning policy information and corporates compliance services. Idox delivers engineering document control, project collaboration and facility management applications to many leading companies in industries such as oil & gas, architecture and construction, mining, utilities, pharmaceuticals and transportation in North America and around the world.

The Group employs c.750 staff located in the UK, the USA, Canada, Europe, India and Australia.

Idox has many offices across the Country and therefore travel will be required.

## Salary

The actual salary for the position is £15,200 (based on 0.8 of £19,000 FTE)

## How to apply

Applicants should submit a CV, and a short cover letter *(maximum 500 words)* explaining why they feel they would be suited to this role to Join.Us@idoxgroup.com.

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of

employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check.  This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

## Privacy Notice

As part of the recruitment process we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read the Idox Recruitment Data Privacy Policy here http://www.idoxgroup.com/privacy.html