

Appointment of a Resource Assistant

The department

Information Services supports the university through its library, computing, media and reprographics services. Formed in 2000 by a merger of the former Computer Centre and Learning Resources departments, Information Services now provides the university with an integrated range of services in information resources and technologies. Currently the department has around 200 members of staff based at six sites and an annual budget of approximately £10m.

Information Services has a significant site presence, supporting the specific needs of the five sites of the university (the three Brighton sites at Moulsecomb, Falmer and Grand Parade plus Eastbourne and Hastings) through site libraries, media centres and open access computing rooms. The six libraries (including the Health Sciences Library at Eastbourne District General Hospital [EDGH] and the Library at the University's Hastings campus) vary in size from around 14,000 to over 200,000 items. There were over one million loans recorded in the university's libraries and, on an average day, over six thousand members of the university visit one of the libraries; opening hours are long, including overnight during the busy examination revision periods.

There are ten open-access computer rooms for student use, distributed across the sites. In all, the department manages around 900 student workstations. Media and audio-visual services are mainly provided through five media centres based at each of the main sites. They cater for the day-to-day needs of programmes of study and departments. Increasingly, staff with library, media and computing backgrounds are working very closely together to provide an integrated service to staff and students.

There are a number of central services which serve the whole of the university community. These include management of the university data network and core corporate systems such as Internet access, email, Student Central (the university's online learning environment), student records system, finance, payroll, file storage, etc. There are some 5,000 active network access points. Other central services include reprographics, the management of TV, sound and photographic studios and an off-air recording and tape-copying service.

The department also provides: a procurement and advice service for IT hardware and software; the IT Help Desk which records around 6,500 calls in a year; training on commonly used software for academic, technical and administrative staff; extensive documentation on aspects of IT within the institution; and first-line technical support for office and open-access computers.

Information Services is at the forefront of the key partnerships of the university. The department manages and provides services to the Brighton and Sussex Medical School, where it takes the lead on delivering computing and networking services. Students on franchised programmes at partner colleges have almost full access to the university's computer and library facilities and services to supplement college provision. As well as managing the data network on each of the

university's sites, Information Services manages the network connections between all the sites and manages high-speed connections to a number of local and regional NHS hospitals where Faculty of Health and BSMS students are taught. The department is also responsible for managing the computing services in the halls of residence.

Job sharing

The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis.

Potential job sharers do not have to apply with a partner. However, if a post is to be operated as a job share there must be at least two suitable applicants who wish to share the job.

A job share appointment will only be made if it has been demonstrated that both shortlisted applicants can do the job to the required standards and within a working pattern of hours that is agreeable to all parties. If one applicant is unsuitable, neither can be appointed unless an alternative potential job sharer has been shortlisted.

When applying as a job sharer please indicate this at the top of page 3 on the application form. We will need to know if you are applying with a job share partner and the name of that person. Also if the post is full-time but open to job sharers it would be useful if you could indicate whether you would be interested in the post on a full-time basis if no suitable partner can be found. If you have indicated that you would be willing to take up the position on a full-time basis then the normal recruitment procedure will be followed.

If you are interested in appointment on a job share basis, please contact Human Resources for a copy of the university's policy, procedure and guidelines for job sharing. Alternatively staff in Human Resources will be happy to answer any queries you may have.

The job

Details of the job are described in the attached job description.

The salary

The salary will be in accordance with grade 3, which ranges from £18,185 to £20,374 per annum.

Salaries are paid monthly in arrears through the BACS System directly into the bank or building society account of each member of staff. The university must pay salaries through the BACS system. They cannot be paid by cheque. It will therefore be important to supply account details in order to ensure prompt payment.

Working week

The hours of work for this post are 37 hours per week, excluding meal breaks (these are unpaid), 52 weeks per year, regular evening and weekend work will be required for which appropriate enhancements and time off in lieu is given.

Holiday

For each full-year worked you are entitled to annual leave dependent on your grade of pay (see table below). The entitlement increases after five years' continuous service, pro rata for part-time staff. Annual leave entitlement for part-time staff and staff on shift patterns will be calculated in hours. New members of staff are entitled to annual leave proportionate to their completed calendar months of service. In addition to the eight Bank and Public Holidays each year, discretionary days are granted in late December to allow the University to remain closed between Christmas and the New Year.

Grades	Basic entitlement per year	Grades	Basic entitlement after 5 years' service
1-3	23 days	1-3	28 days
4-7	25 days	4-7	30 days
8-9	27 days	8-9	30 days

Terms & conditions

In determining terms and conditions of employment, the university has regard to recommendations made through the appropriate national negotiating framework. These terms and conditions of service can be varied by local agreements reached through the university's local negotiating framework which comprises a Joint Negotiating Committee supported by two Common Interest Groups. These groups bring together representatives of the university and its recognised trade unions, which are:

- UCU University and Colleges Union
- UNISON

Strategic plan

Details of our Strategic Plan can be found at:

<http://staffcentral.brighton.ac.uk/xpedio/groups/Public/documents/staffcentral/doc013747.pdf>

How to apply

Please complete an application form or, if you prefer, send your CV along with a completed Equal Opportunities Monitoring/Personal Details form. These forms are available to download in both Word and .pdf formats from www.brighton.ac.uk/humanresources

Applicants are shortlisted on the extent to which they meet the selection criteria on the job description. Therefore, in your application form or CV, please ensure that you have clearly outlined how your skills and experience meet each of the selection criteria for this role, giving examples of particular relevant achievements.

Please send your application form/CV to Human Resources, University of Brighton, Mithras House, Lewes Road, Brighton, BN2 4AT. Fax: (01273) 642848. If you wish acknowledgement of receipt of your application, please send a stamped, self-addressed envelope.

Alternatively, you may also send your application via email to: humanresources@brighton.ac.uk. You should receive an acknowledgement via return email by 12.00 pm the next working day.

If you have not been contacted within three weeks of the closing date, you should assume that your application has been unsuccessful.

If you are shortlisted for interview, we will contact you via email (if you provided us with an email address). You may therefore wish to check your email regularly. If you do not have an email address, we will write to you.

Closing date

The closing date for applications is **Tuesday 11 March 2014**.

BE
20/02/14



University of Brighton

Job description

Department: Information Services

Location: Moulsecoomb

Job title: Resource Assistant

Post number: IS5252

Grade: 3

Responsible to: User Services Librarian, Aldrich Library

Main areas of responsibility: To participate in the operation of the general services provided by the Site Libraries.

Specific duties: Resource Assistants carry out a selection of the tasks listed depending on their location within the library site teams.

1. To participate in the operation of the circulation system and issue desk services, including the registration of library users, the issue and return of print and non-print materials, the preparation and dispatch of overdue letters, invoices for lost and damaged materials, and the handling of cash income from fines, lost books, photocopier and library cards.
2. To shelve library materials and to assist in keeping the library stock tidy and well organised.
3. To participate in the range of tasks associated with the reservations and inter-site loans services.
4. To participate in the range of tasks involved in the provision of the inter-library loans service, including bibliographic verification and the preparation and dispatch of requests.
5. To participate in the range of tasks involved in the maintenance of the periodicals collection, including checking-in new issues, the display of current issues and the preparation of periodicals for binding.

6. To participate in the range of tasks involved in the maintenance of special collections, including audio-visual materials, company reports, teaching resources collections, slide collections and rare books.
7. To participate in the preparation of book orders.
8. To prepare and label print and non-print materials for library stock and to carry out simple book repairs.
9. To carry out the various routine tasks involved in the operation of the card-operated photocopying service including the handling of cash income and routine paper supplies.
10. To carry out minor technical tasks associated with the audio-visual replay equipment in the library and to assist, when required, with the booking of audio-visual equipment and materials.
11. To answer general enquiries from library users, referring complex enquiries to relevant staff.
12. To participate in the induction and training of library staff where appropriate, and to contribute to the maintenance of site procedural manuals.
13. To take part in inductions and tours for new library users.
14. To undertake other duties appropriate to the grade of the post, as agreed with the User Services Librarian.

Resource Assistants at Brighton may be required to work in any of the University campus libraries at Brighton. Resource Assistants at Eastbourne may be required to work in any of the University campus libraries at Eastbourne.

Selection criteria: Essential:

- **Data handling:** Able to process bibliographic and numerical data with confidence and accuracy.
- **Numeracy:** Confident handling cash transactions and maintaining accurate accounts.
- **IT skills:** Strong IT skills with experience of Microsoft Office Suite, email and the internet.
- **Customer service:** experience of providing face-to-face customer service within a busy retail, library or other public-facing role.
- **Manual handling:** Able to handle moderate weights (book trolleys, books for shelving, etc.) as part of daily routine.

- **Communication:** Demonstrable understanding of the information needs of others. Can communicate information in an understandable way, orally and in writing, with an aptitude for handling enquiries.
- **Sensitivity:** listens well and understands the needs of others; relates well to customers and colleagues and is confident in working with them. Demonstrates flexibility in adapting working practices to ensure equality of opportunity.
- **Self-motivation:** works systematically; manages time efficiently with a minimum of supervision to complete objectives and other duties on own initiative, including routine tasks.
- **Teamwork:** Ability to work as an effective team member; flexible; cooperative; respects ideas and expertise of others; appreciates own strengths and weaknesses.
- **Response to change:** adaptable; interested in learning and developing to meet changing situations; able to provide evidence of continuous self-development.

Desirable:

- Previous relevant work experience.
- Interest in the provision of information to students in higher education.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Ref: MA/MH 2006
 Revised version Generic RA MA/KB/LLT/LT February 2007, CM July 2012
 Grade revised May 2008