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**Job title:** Senior Library Assistant

**Post number:** IS5175

**Reports to:** User Services Librarian

**Department:** Information Services

**Location:** Falmer, Brighton

The post holder will require the flexibility to travel to and work at other university sites, when required, for which expenses will be paid in accordance with the university’s [staff expenses](https://unibrightonac.sharepoint.com/sites/finance/SitePages/Sta.aspx) policy

**Grade: 4**

**Purpose of the role**

Senior Library Assistants organise a range of the more complex functions provided and participate in the operation of all library services in order to support a responsive, customer-oriented service.

Duties include evening and weekend working.

**Line management responsibility for:** Supervision of Library Assistants, Student and Library Helpers

**Main areas of responsibility:**

* Provide excellent customer service at all times, tailored to the needs of the user to promote equality and diversity in working practices. Respond effectively to enquiries received, making referrals to individuals and teams as appropriate. Assist with the delivery of general library induction activities.
* Act as the first point of contact for customers to provide an efficient and customer oriented welcome function.
* Deal with library and basic IT enquiries face to face, by email & phone to support users access the resources and services available to maximise customer awareness and facilitate their use.
* Deliver and supervise a range of complex library services. Liaise with University staff and external agencies as appropriate, participating in the range of Resource Assistant duties as necessary in order support a customer-oriented service.
* Monitor and manage the handling of invoices and accounts and the payment of library income to the Finance Department within the guidelines laid down by the University auditors, in order to protect and generate revenue.
* Organise and coordinate a range of activities around managing the physical collections in the library, so that resources are readily available to service users.
* Perform duties such as circulation of stock, shelving and moving materials, maintenance of the library environment, supporting equipment and arranging repair where necessary in accordance with health and safety requirements and all other relevant guidance, to ensure the availability of a safe and conducive study environment.
* Lead, coordinate and supervise, as appropriate, the work of Library Assistants, Student and Library Helpers. Assist in the identification of training needs, develop and deliver training and induction programmes and ensure that Help Desk staff operate in a consistent way in order to ensure that staff are equipped to provide a comprehensive, customer-orientated service.
* Act as a representative of Information Services; project a positive image, contribute to the day-to-day management and the development of services and cross-site working in order to contribute to the promotion of a continuous improvement culture and maximise customer usage and retention.
* Assist in emergency or operational procedures as required that take precedence over main duties, for example Fire Warden duties, to ensure the safety of service users.

**General responsibilities**

These are standard to all University of Brighton job descriptions.

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality and Diversity Policy in all activities, and to actively promote equality of opportunity wherever possible.
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the General Data Protection Regulations.

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The person specification focuses on the knowledge, qualifications, experience and skills (both general and technical) required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form **(A),** at interview **(I)** and in some instances through an exercise **(E**).

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| **Essential criteria**  |  | **A, I, E** |
| **Knowledge, skills and abilities** | * Demonstrable understanding of the information needs of library users in Higher Education.
* Awareness of Equality, GDP Regulations, Health & Safety and any other relevant guidelines.
* Able to provide a public-face for the library service by engaging the diverse group of staff, students and visitors who need information, inductions and tours to enable them to become self-sufficient library users.
* Complete tasks ensuring quality, timeliness and accuracy.
* Able to handle a range of queries including IT and library resources with the confidence to judge when to refer complex queries to the appropriate teams or individuals.
* Proactive customer care skills and ademonstrableunderstanding of how to communicate effectively to colleagues and library users
* Able to supervise and motivate others and promote teamwork; ability to contribute effectively to, and work as part of a collaborative and mutually supportive team.
* Able to evaluate existing practices to propose continual service improvements.
* Able to meet objectives and standards by working on own initiative and able to keep a good balance between operational and supervisory requirements.
* Good IT skills and the ability to learn new IT packages quickly and with accuracy; able to enter, interrogate and extract bibliographic and numerical data with confidence and accuracy.
* Able to share skills by training staff in various aspects of library work.
 | **A, I, E** |
| **Qualifications** | * Educated to minimum of GSCE level (to include Maths and English Grade C or above) or equivalent.
 | **A** |
| **Experience** | * Experience of working in a library or similar information related setting.
* Experience of overseeingcash transactions including maintenance of accurate accounts and statistics.
 | **A, I** |

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| **Physical demands and / or other requirements** | * Understanding of equality issues relating to providing an information service in HE. Sensitive to the problems or concerns of others and able to respond as appropriate with advice, support or referral.
* Able to interpret information, analyse and communicate effectively with staff and students.
* Flexible approach to work and responding to the work environment.
* Able to undertake all the physical requirements of the job; to lift and handle heavy books on a regular basis, use computers or portable IT equipment extensively, in accordance with Health and Safety requirements / guidelines
 | **A, I** |

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* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* This is a part-time post, 22.5 hours per week, and is is fixed term to cover staff secondment until end of September 2022.
* 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. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example) and further information can be found on the ‘Balancing Working Life’ section here [Benefits and facilities](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are University discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

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| **Grades** | **Basic entitlement per year** | **Grades** | **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 |
| Band 10 and above | 30 days | Band 10 and above | 30 days |

* More information about the department can be found [here](https://www.brighton.ac.uk/about-us/contact-us/professional-services-departments/index.aspx)
* Read the [University’s Strategy 2019 - 2025](https://www.brighton.ac.uk/practical-wisdom/index.aspx)
* The University has an attractive range of benefits and you can find more information about them on our [website.](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx)

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