### JOB DESCRIPTION

#### LIBRARY SERVICES ASSISTANT  
(Ref:018)

<table>
<thead>
<tr>
<th>Section:</th>
<th>Library and Learning Services</th>
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<tr>
<td>Location:</td>
<td>Ipswich (Waterfront) Campus.</td>
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<tr>
<td>Salary:</td>
<td>Within the range £18,342 to £20,695 per annum/pro rata</td>
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<td>Grade:</td>
<td>3</td>
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<tr>
<td>Contract status:</td>
<td>Permanent</td>
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<tr>
<td>Hours of work:</td>
<td>14.8 hpw (2 days)</td>
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<td>Pension:</td>
<td>USS</td>
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<tr>
<td>Annual Leave entitlement</td>
<td>25 days pa, pro rata, plus Bank Holidays</td>
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<tr>
<td>Responsible to:</td>
<td>Library and Research Services Manager</td>
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#### About the Department

The strategic purpose of the Library and Learning Services is the design and development of a range of partnerships and collaborative services across the University and its partners in the delivery of high-quality learning and research opportunities. This is done, primarily through the provision of innovative learning and research environments, skills and knowledge development programmes including one-to-one provision, high quality, responsive collections and learning design and innovation through course design and technologies. As a department we deliver support in the following areas:

- Library services and collections
- Academic skills development
- Peer learning and study skills
- Course design, with a specific focus on the use of learning technologies
- Advice and guidance in relation to intellectual property and open access agenda
- Reprographics

#### Purpose of the job:

The purpose of the post is to contribute to the smooth and effective delivery of the University of Suffolk Library and Learning services by providing support to services customers through the Helpdesk, as well as administrative support in the purchasing, cataloguing and processing of library resources, collation and recording of service engagement data, updating of published information and other clerical and service-related duties.

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We are actively committed to growing and supporting our diverse workforce and welcome applications from all backgrounds and communities. As an inclusive employer we show our commitment as members of the following initiatives, click on the logos for further information.
Main duties and responsibilities

Working under the supervision of the Library and Research Services Manager, the role holder is expected to:

1. work as part of the Library Services team, providing effective, efficient and accurate front-of-house services to students, staff and visitors to the Library. To include:
   a. preparing the service desk and taking scheduled shifts, answering queries and signposting to other University service areas and support as required;
   b. processing applications to join the Library and Learning Services Associate Membership scheme;
   c. requesting items for customers using the resource request service from other libraries;
   d. processing requests for digitised content in line with copyright legislations;
   e. running service reports, e.g. overdues, holds and recalls to manage the circulation of stock;

2. provide administrative support to Librarians in the sourcing, purchasing and processing of identified resources for the Library collections. To include:
   a. checking and updating reading lists and requests for stock;
   b. placing orders with a range of suppliers, liaising and monitoring supply, reviewing outstanding orders and commitments in line with University financial policies and service processes;
   c. cataloguing donations in line with cataloguing processes and standards;
   d. processing of journal and databases

3. undertake financial administrative processes. To include:
   a. accurate recording of budget spend for all library resources including books, journals and subscriptions;
   b. accurate recording of budget spend for other service budget areas;
   c. producing reports on purchase spend, outstanding commitments and balance as required;
   d. counting and recording of library income in line with financial processes and requirements;
   e. reconciling supplier accounts and resolving ongoing and outstanding issues.

4. undertake administrative process to support the delivery of skills development events. To include:
   a. processing of invitations and attendance lists for pre-sessional Get Ahead activities;
   b. accurate recording of student engagement and reporting in line with quality assurance frameworks and standard procedures;
   c. booking of rooms and refreshments to facilitate delivery.

5. participate in events and activities to promote the service. To include:
   a. the updating of published service information on the website;
   b. attendance at open events and other internal events including Freshers Fayres;
   c. leading tours to visiting applicants and new lecturers;

6. dealing with enquiries from members of the wider Library and Learning Services team, investigating and responding in a timely manner and referring queries on to the relevant team member as required.

7. assisting the Library and Learning Services team with the collection of service data and evidence for the production of reports and updates.

8. ensuring compliance with Health and Safety Regulations.

The job description sets out the major duties associated with the stated purpose of the post. It is assumed that other duties of a similar level / nature undertaken within the section are not excluded simply because they are not itemised.

All staff within the Library and Learning Services team are responsible for ensuring that the work environment is a safe, organised, tidy and pleasant place to work and that confidentiality commensurate with the work requirements is maintained at all times.

Decisions to be made by the post holder

We are actively committed to growing and supporting our diverse workforce and welcome applications from all backgrounds and communities. As an inclusive employer we show our commitment as members of the following initiatives, click on the logos for further information
The post holder will be required to:

1. present clearly articulated and rational solutions and recommendations when completing tasks and answering customer queries, making use of published service information and working within well-established processes and procedures for delivery;

2. manage own workloads determining priorities against service level agreements and yearly service planner and in line with institutional and departmental priorities;

3. liaise with suppliers to communicate requirements, understand and resolve issues in relation to payment and delivery working within agreed methodologies.

**Selection Criteria**

Candidates will be assessed against the following essential/desirable attributes:

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>EDUCATION AND QUALIFICATIONS</td>
<td>• A-Level or equivalent, • GCSE level or equivalent in English and Maths at Grade</td>
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<tr>
<td>KNOWLEDGE AND EXPERIENCE</td>
<td>• Experience of working in a busy customer service environment • Experience of problem solving using initiative and working within well established processes • Experience of completing administrative and clerical tasks.</td>
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<tr>
<td>SKILLS</td>
<td>• Knowledge of standard Microsoft Office applications • Ability to create, manage and manipulate documents and spreadsheets • Ability to work quickly, effectively, accurately and proactively managing a range of tasks to service level agreements and deadlines • Ability to work as part of a team, sharing good practice and making well-judged recommendations for process improvements as appropriate • Experience of using search systems and platforms.</td>
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<td>ATTITUDE</td>
<td>• An understanding of and respect for the confidentiality required by the post • Ability and willingness to work under pressure whilst maintaining a professional attitude</td>
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<tr>
<td>• A willingness to undertake regular training as required to maintain and</td>
<td>• Flexible attitude to carry out a range of activities in a busy, customer</td>
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<tr>
<td>develop skills that match changing business demands</td>
<td>focused environment</td>
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<tr>
<td>• Flexible attitude to carry out a range of activities in a busy, customer</td>
<td>• An understanding of and commitment</td>
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<tr>
<td>focused environment</td>
<td>to Equal Opportunity Policies, and the ability to promote this in the day</td>
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<td></td>
<td>to day work of the post.</td>
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Closing date: Thursday 10th September 2020

Interview date: Monday 21st September 2020

INFORMAL ENQUIRIES ABOUT THIS POST
G.Martindale@uos.ac.uk

APPOINTMENT TERMS
This post is offered on a part time, permanent basis (0.4 fte) 2 days per week, 08.30 to 17.00 with 1 hour, un-paid lunch break. However, due to altered service hours as a result of COVID-19, the role will require flexibility with remote and daytime working. Please contact Graham Martindale at G.Martindale@uos.ac.uk for further details.

FLEXIBLE WORKING
We consider flexible working requests for all our vacancies. e.g. adjustments to the working location, hours, time, or working on job share basis.

We are a Top 30 Employer for Working Families 2016 and 2017 but we recognise that flexible working is not just for parents and carers. Our inclusive Flexible Working policy is open to all our staff and designed to support our people achieve a positive work-life balance, regardless of their personal circumstances.

EQUAL OPPORTUNITIES
The University of Suffolk is a diverse community and is committed to providing equality of opportunity to all staff and students. As users of the Disability Confident scheme, we guarantee to interview all applicants who declare a disability and who meet the minimum essential criteria for the vacancy.

NO SMOKING POLICY
A no smoking or vaping policy operates at all University of Suffolk premises.

APPLICATIONS
Please see below for specific instructions on how to apply. Please note that applicants who fail to return all the documents asked for may be discounted.

To apply for this post:

• All forms and information can be found on our website http://www.uos.ac.uk/jobs
• Fill in the Application Cover Sheet and include details of any flexible working request you are making
• Complete the monitoring form

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• Attach a **curriculum vitae and a letter of application** setting out clearly how you meet the essential and desirable criteria for this post
• Return them as Word (.doc) attachments by e-mail to: [jobs@uos.ac.uk](mailto:jobs@uos.ac.uk) please put the post title and job reference number in the subject box of your email.
• If you are unable to email your documents, you may post them to

  **The Human Resource Team**  
  University of Suffolk  
  Waterfront Building  
  Neptune Quay  
  Ipswich  
  Suffolk  
  UK  
  IP4 1QJ

If you are unable to apply via the website please ask for an application pack from the address above, or by phone on 01473 338351.