1. Advertisement

**Post Title:** Library Support Assistant  
**School/department:** Library  
**Hours:** Full-time (36.5 hours). Requests for flexible working options will be considered (subject to business need).  
**Contract:** permanent  
**Reference:** 1938  
**Salary:** Starting from £17,361 and rising to £18,709 per annum  
**Closing date:** 29 August 2019. Applications must be received by midnight of the closing date.  
**Expected interview date:** 13 September 2019 TBC  
**Expected start date:** TBC

The Library is seeking to appoint a full time Support Assistant to work within the Support Services team. Support Services are responsible for running the busy Reception desk, security and ensuring that the building is maintained to the best possible standards.

The ideal post holder will be:

- A customer focussed, team player who enjoys meeting and dealing with a variety of people in addition to carrying out various building related tasks
- Able to participate in the movement of stock and equipment, so should have some knowledge and experience of Health and Safety issues.

The role may include occasional evening and additional weekend working, and on some shifts the role holder will be responsible for opening and/or closing the Library building.

Opening hours are reviewed on an annual basis, so hours of work may alter for future academic sessions.

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

2. The Library

This modernist icon has been a central feature of academic life since the campus was established as the first of a new wave of UK universities in the early 1960s. Designed by Sir Basil Spence, the Grade II listed Library has been extended several times. We offer 24/7 high-quality, innovative services which contribute to the successful learning, teaching and research of the University and the community.
We provide access to a wide range of books, journals and other materials to support the teaching and research needs of the University. We also hold a number of important archives and Special Collections as well as a large collection of digital archives.

The Library has a £4.1 million resources budget and employs approximately 100 full and part-time staff. All staff are encouraged to take part in organisational development activities which are relevant to the needs of the University and to their future or existing work.

There are a number of teams, within the Library, that work together to provide excellent services and support for students, academics and other members of our community.

The Planning & Operations team are responsible for supporting effective and efficient HR and financial provision throughout the Library. It is also responsible for providing professional administrative support for all areas of the Library’s activity relating to planning, marketing and communication.

Frontline & Building are responsible for the fabric and maintenance of the building and for managing the service points within the Library. It is also responsible for ensuring the efficient circulation and availability of library print stock and membership.

The Academic Services team liaises closely with the University’s Academic Schools and other Professional Services teams to support the University’s education and research strategies. The team provides dedicated support to research faculty and research students, ensuring the provision of appropriate resources and training. The team also works closely with the Academic Schools to deliver embedded academic skills teaching for undergraduate and masters students. Academic Services support academics’ use of the Institutional Repository (Sussex research Online) and the reading list system (Talis Aspire).

The Content Delivery Team is responsible for the effective acquisition, management and delivery of library content in all formats to support the research and teaching needs of the University. They also manage the library management system (Ex Libris Alma) and discovery tool (Primo), as well as providing support for other Library software and hardware.

The Digital Services Team develops innovative digital infrastructure and services to support University strategy, in particular in the areas of research information, research data, digital preservation and digital scholarship.

Collections comprises two teams: Special Collections and Collection Development. The Special Collections team are responsible for caring for and making accessible the University’s valuable collections of archives, manuscripts, rare books and art works based at The Keep. They include the papers of Leonard and Virginia Woolf, the Rudyard Kipling Archive and the Mass Observation Archive as well as over sixty other collections in fields of 20th and 21st century literature, political and social science. The team work in partnership with East Sussex Record Office and Brighton and Hove Royal Pavilion and Museums to provide high quality services, teaching and outreach to the public and the University community. The Collection Development team are responsible for the implementation of the Library’s Collection Development Policy, evaluating the collections to ensure relevance and value, and initiating and managing projects.

See: http://www.sussex.ac.uk/library/ for further information
3. **Job Description: for the post of Library Support Assistant, Grade 2**

**Department**  
Frontline & Building

**Section / Unit / School**  
Library

**Location**  
Library

**Grade**  
Grade 2

**Responsible to**  
Frontline & Building Manager

**Purpose of the post:**

The post holder will work within a team providing support to Library staff and users with regard to maintaining the building and facilities, including reception & security. The role includes evening and weekend working, and on some shifts the postholder will be responsible for opening and/or closing the Library building.

**Key Responsibilities:**

1. Support the facility management of the premises in accordance with shift/rota working patterns as directed.
2. Deliver friendly, efficient customer service and to facilitate membership of new users.
3. Assist in the maintenance of a secure Library environment and the upholding of Library regulations during core opening hours.

**Specific Duties:**

1. Help maintain the public areas of the building, including preparing Library equipment for use, clearing tables of Library material (books, journals, newspapers etc).
2. Assist with Library opening & closing routines including clearing the building, switching on/off lights and securing the building.
3. Provide a polite and efficient reception service at the Library entrance and exit, including answering directional and other basic enquiries as appropriate, issuing visitor passes and monitoring occupancy levels.
4. Respond to security alerts in accordance with procedures, liaising with Library and University Security Staff where appropriate.
5. Assist in maintaining standards of user behaviour in accordance with Library Regulations by means of regular patrols or as required.
6. Provide a postal service including the collection, sorting, franking and distribution of mail.
7. Assist with the checking, receipting and distribution of goods delivered to the Library and liaising with staff of the appropriate Library sections over their subsequent handling.
8. Assist with daily management of the Library Book Return service in accordance with the requirements of the Library.
9. Undertake book handling, including sorting, shelving and moving library stock as required. Move furniture and equipment, erect & dismantle shelving and perform...
other ‘running repairs’ not requiring craft skills in accordance with Manual Handling Regulations.

10 Report appropriately any Health & Safety or maintenance issues that have been noticed or passed on.
11 Assist with Library emergency procedures as directed.
12 Assist with basic banking support procedures.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

4. **Person Specification**

**Person Specification: for the post of: Library Support Assistant (Grade 2)**

**Essential Criteria**
- Good interpersonal and communication skills including the ability to deal tactfully with challenging people
- Able to demonstrate assertive and persuasive behaviour when requiring compliance with Library regulations
- Experience of providing good customer care to people including those of different cultures, backgrounds and abilities
- Able to demonstrate integrity & discretion
- Excellent organisational skills
- Able to work under pressure, with initiative and to deadlines
- Basic IT skills,
- Experience of working effectively in a team
- Flexible and able to adapt to change
- Practical experience as a support assistant, porter or similar position
- Able to assist in maintaining the working environment to high levels of hygiene and appearance
- Some knowledge of basic health & safety regulations
- Able to move furniture, equipment and books

**Desirable Criteria**
- Previous experience and training in manual handling
- Experience of working in a similar higher education or library environment
- Experience of working with an Entry or Library Management System or similar