



## 1 Advertisement

**Post Title:** Assistant Library Officer (Buildings)

**Division:** Library

**Hours:** full time hours considered up to a maximum of 36.5 per week

Requests for [flexible working](#) options will be considered (subject to business need).

Working & Rota information: 4 days onsite, one at home; one late shift per week

**Location:** Brighton, United Kingdom

**Contract:** Permanent

**Reference:** 21426

**Salary:** starting at £24,533 to £27,979 per annum, pro rata if part-time

**Placed on:** 21 August 2023

**Closing date:** 7 September 2023. Applications must be received by midnight of the closing date.

**Expected interview date:** To be confirmed

**Expected start date:** As soon as possible

***This vacancy is only open to those currently employed by the University of Sussex.***

### About the role

As an Assistant Library Officer (Buildings) you will support the services team with the day-to-day delivery and development of consistent and high-quality services to all library users.

You will collaborate assist with the provision of up-to-date and accurate information, advice and guidance to students, managers, and staff at all levels on our building services, procedures, or policies.

You will liaise between service users, Library staff and other teams in relation to their queries and requests, as well as provide information, advice, and guidance on the range of services and activities available within the Library. You will assess queries and potential issues, advising on solutions and collaborating with relevant teams, as well as develop and maintain effective relationships across the University.

### About you

Ideally, you will have effective planning, organisation and prioritisation skills, and the ability to build strong relationships with colleagues, customers and contractors.

You will have the skills to manage your own workload, support other colleagues and work on your own initiative, as well as use effective written and oral communication skills to provide information and respond to queries.

## About our Division

Founded in 1961, the University Library is an important research facility in the UK with exceptional services and internationally significant collections. Today the Library is far more than a building and a collection of printed materials. It plays a central role in the creation, publication, application and preservation of knowledge and research at our thriving University. As a crucial partner in the University's learning and research agendas, the Library constantly seeks ways to be as closely connected as possible to the changing nature of the work of Schools to contribute fully to the enrichment of the lives of their students and the advancement of their research

## Why work here...

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:

- Generous pension scheme 12% total Pension Scheme
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave through our Scheme for a great home and work life balance
- Discounts of public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan.
- Considerable discount on our on-site Gym Facilities because we care about our employees' Health and Wellbeing.

Please contact Tom Mountford [t.mountford@sussex.ac.uk](mailto:t.mountford@sussex.ac.uk) for informal enquiries

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.*

**Please note: The University requires that work undertaken for the University is performed from the UK.**

## 2. Job Description and Person Specification

Job Description for the post of: Assistant Library Officer (Buildings)

<b>Job Title:</b>	Assistant Library Officer
<b>Grade:</b>	G4
<b>School/Division:</b>	Library
<b>Location:</b>	Library
<b>Responsible to:</b>	Assistant Building Manager
<b>Direct reports:</b>	Library Assistants
<b>Key contacts:</b>	SEF Service Centre, SEF Building Manager, Library staff

### Role description:

Working as part of a team, ensure the day-to-day delivery and development of consistent and high-quality services to all library users.

Assist with the provision of up to date and accurate information, advice and guidance to students, managers, and staff at all levels on a specified range of services, procedures, or policies.

To liaise between service users and operational teams in relation to queries and requests.

### PRINCIPAL ACCOUNTABILITIES

- Provide information, advice, and guidance on the range of services and activities within the specified area.
- Assess queries and potential issues, advising on solutions and linking with relevant operational teams.
- Develop and maintain effective relationships to engender confidence and trust in the advice provided.

### KEY RESPONSIBILITIES

- Ensures departmental objectives by supervising staff and organising and monitoring work processes.
- Confidently advising students and staff members, using appropriate methods of communication tailored to the audience. Answering straightforward questions relating to regulations, policies, and procedures, sometimes in situations where feelings may be running high, or redirecting more complex questions or challenging situations to senior colleagues.
- Developing and maintaining productive and collaborative relationships with students, managers, colleagues, and other service areas demonstrating professional credibility
- Develop and maintain an understanding of the area within which the role operates.
- Researching particular areas of enquiry to ensure appropriate advice is given.
- Keeping up to date information regarding developments in practices and legislation within relevant areas and sharing knowledge within the team

- Supporting senior colleagues where appropriate in educating and developing the knowledge and understanding of users about the services provided to promote self-service and self-reliance.
- Where required, deliver coaching and training to develop capabilities in line with required improvements.
- Maintaining and updating information systems in line with the Data Protection Act, and ensuring accurate recording of query types and suggestions ideas for improvement
- Preparing ad hoc and regular management reports on the use of the service area to aid the improvement of processes and understanding of the services provided.
- Provide advice on ongoing projects and how they might affect service users.
- Providing support and guidance for the service area administration team
- To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

### **Dimensions**

- This role does not have any budget responsibility.
- This role does not have any line management responsibility.
- This role does not have any responsibilities for equipment or premises.

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

## **PERSON SPECIFICATION**

### **ESSENTIAL CRITERIA**

1. Good secondary education (see role-specific criteria below)
2. Effective planning and organisational skills.
3. Well-developed interpersonal skills with the ability to quickly build rapport.
4. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
5. Ability to work flexibly within a small team and on own initiative.
6. Competent IT skills to effectively manager own workload – MS Suite.

### **ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Good working knowledge of area of expertise

### **DESIRABLE CRITERIA**

1. Two years' experience in a similar role.
2. Two years' experience working in a university or similar environment.