1   Advertisement

Post Title: Content Delivery Library Officer (eBooks)
School/department: Library
Hours: full time hours considered up to a maximum of 1 FTE / 36.5 hours
Requests for flexible working options will be considered (subject to business need).
Contract: permanent
Reference: 9642
Salary: starting at £27,131 to £31,411 per annum, pro rata if part time
Placed on: 31 October 2022
Closing date: 28 November 2022   Applications must be received by midnight of the closing date.
Expected Interview date: to be confirmed
Expected start date: to be confirmed

An opportunity has arisen for a Library Officer to work within the Content Delivery Team in the Library for 36.5 hours per week, Monday to Friday. The postholder will work closely with the Content Delivery and Access Librarian.

- A key aspect of the role is to coordinate the work involved with the acquisition of e-Textbooks, including liaising with the provider regarding invoicing, setting up access on Canvas, the University's cloud-based study platform, and monitoring usage.

- The postholder will have responsibility for the collection and reporting of regular usage statistics for eBooks and e-Textbooks as well as other online resources. They will supervise the day-to-day answering of online resource enquiries, using their technical expertise to resolve problems and reporting issues to suppliers and publishers.

- The postholder will also have responsibility for uploading digital content licences and agreements to the University's contact database and supporting the Content Delivery and Access Librarian in other tasks relating to digital content.

- This role also includes participation in evening and weekend duties, as required, and being responsible for routines relating to Library security, opening, and closing procedures and supervising Library Assistants on the Information Hub.

Please contact Annette Moore a.moore@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.   The School / Division

Please find further information regarding the school/division at www.sussex.ac.uk/library

3.   Job Description

GENERIC ROLE PROFILE

Job Title: Content Delivery Library Officer - eBooks

Grade: G5

School/Division: Library

Location: Hybrid

Responsible to: Content Delivery and Access Librarian

Direct reports: Library Assistants

Key contacts: Content Delivery and Access Librarian; Content Delivery Supervisor (Acquisitions); Content Delivery Supervisor (Reading Lists)

Role description:

Working as part of a team, to provide 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

- Deliver agreed operational requirements in an effective and timely manner
- 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

- Confidently advising students, line managers and staff members, using appropriate methods of communication tailored to the audience answering straightforward questions or researching regulations, policies, and procedures to answer more complex questions, or redirecting as appropriate, sometimes in situations where feelings may be running high.

- Developing and maintaining productive and collaborative relationships with students, managers, colleagues, and other service areas demonstrating professional credibility
- Develop and maintain an in-depth understanding of the area within which the role operates and the work of relevant external agencies, service providers, employers, and training providers
- 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
- Where required, assist with the delivery of a high quality and innovative information service to users, including the training of individuals and groups
- Producing high quality, up to date accurate information on relevant subject areas for publications and web pages
- Maintaining and updating finance and 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.

- The post holder reports to the Content Delivery and Access Librarian, they are given clearly agreed responsibilities in specific areas. Their line manager would agree daily/weekly/monthly tasks and duties in order to achieve their agreed objectives and support the delivery of the University's goals. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

- Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to university policy, procedure, and guidance in relation to those compliance matters in respect of students, staff, and other relevant parties.

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

2. Understanding of trends and technological developments in the HE Library sector

3. Familiarity of the range of learning resources available to support teaching in Higher Education

4. Awareness of new purchase and access models for eBooks and e-Textbooks

5. Experience of successfully supervising staff

6. Practical experience of using information technology in a library or information context

7. Practical experience of using a Reading List system in a library or information context

8. Evidence of continuing work-related development

DESIRABLE CRITERIA

1. Two years' experience in a similar role.

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