**Advertisement**

**Post Title:** Assistant Mass Observation Archive Officer  
**School/department:** The Keep - Library  
**Hours:** Part-time 29.2 hours per week  
Requests for flexible working options will be considered (subject to business need).  
**Location:** Brighton, United Kingdom  
**Contract:** fixed term for 24 months  
**Reference:** 10475  
**Salary:** £23,144 to £26,396 per annum, pro rata if part time.  
**Placed on:** 21 December 2022  
**Closing date:** 11 January 2023. Applications must be received by midnight of the closing date.  
**Expected Interview date:** to be confirmed  
**Expected start date:** to be confirmed

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

Join Mass Observation in a new Grade 4 fixed-term role as Assistant Mass Observation Archive Officer. The position will support Mass Observations engagement, archival and research services. Working as part of a small team this role will include listing archive collections, generating publicity and communications content, and supporting the delivery of engagement and research activities. Key duties will include:

- Administrative support to the Mass Observation team and management of enquiries.
- Supporting the development and delivery of website and social media content.
- Supporting the promotion and delivery of learning events and activities both in-person at The Keep and online.

For informal enquiries please contact Jessica Scantlebury, Mass Observation Archivist  
[scantlebury@sussex.ac.uk](mailto:scantlebury@sussex.ac.uk)

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 School / Division

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

3. Job Description

Job Title: Assistant Mass Observation Archive Officer
Grade: G4
School/Division: Mass Observation Archive, Library
Location: The Keep
Responsible to: Mass Observation Archivist
Direct reports: None
Key contacts: Mass Observation Archivist, Mass Observation Projects Officer and Mass Observation Outreach and Engagement Officer

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 Mass Observation Archive.
- 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 using information technology in an archive and/or library or information context to list new archival acquisitions.
2. Knowledge and experience of generating publicity and communications using social media and website channels to engage and increase audiences.

3. Knowledge of supporting events and initiatives to aid engagement, research and learning provision.

**DESIRABLE CRITERIA**

1. Website and/or publicity editing experience.

2. Experience of supervising volunteers