UNIVERSITY OF SUSSEX

1 Advertisement Ref: 1529

Library
Library Assistant – Frontline Services
Salary range: starting at £17,898 per annum and rising to £20,046 per annum
Expected start date: as soon as possible
Expected interview date: 17 February 2017

The Library is seeking to appoint a full time Library Assistant. The hours of work for the post are 36.5 per week, negotiable within core Library hours 8.30am-6.00pm and will include occasional evening and weekend work.

To succeed in this post you must enjoy working in a busy, changing, often hectic and varied environment, yet be well organised and able to handle regular, routine tasks. Flexibility, good oral and written communications skills and the ability to deal tactfully with staff and students are essential.

Experience of working in a customer orientated environment and as part of a team would be an advantage.

The successful applicant will initially be based in the Frontline Services section of the Library dealing with customers on the busy lending and enquiry desks.

The successful applicant will also be involved in general library duties including shelving.

Closing date for applications: 1 February 2017

For full details and how to apply see www.sussex.ac.uk/jobs

The University of Sussex is committed to equality of opportunity

2. Senior leadership and management

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Registrar and Secretary, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.

The Registrar and Secretary heads the Professional Services of the University. In addition, under the University Statutes, the Registrar and Secretary is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Registrar and Secretary, and the Librarian reports to one of the Pro-Vice-Chancellors.

3. The Library

The Library is at the heart of the campus in a listed building designed by Sir Basil Spence. Since it was opened by the Queen in 1964 it has been extended three times and now has 1,250 study spaces and over 180 PCs with laptop facilities and wireless coverage throughout.
The materials in the Library reflect the wide range of the University’s teaching and research. There are over 650,000 books and journals in its main collection, as well as government publications, audio visual materials, Archives and Rare Books. The Library has a growing number of ebooks and online resources and is transitioning to a digital library environment.

The Library employs approximately 90 full and part-time staff and has an active staff development programme.

Frontline Services are responsible for organising and staffing all of the front line service points and ensuring the efficient circulation and availability of library stock. Staff from this section are also responsible for membership, book retrieval, fines and reservations.

Planning & Support Services provide support for Library staff and for the building. They are primarily responsible for general Library administration, staff welfare and the health & safety of its staff and users.

The Academic Services Section provides services and resources to support the University’s Teaching, Learning and Research mission through three teams: Learning and Teaching Support, Research Support and Collection Development.

The Learning and Teaching Support team deliver high quality innovative information and enquiries services to meet the needs of members of the University community. They liaise with both academic and other library units to promote services, and develop the library’s collections through the provision of reading lists. They collaborate with other units across campus to deliver information skills training and contribute to the University’s wider e-learning and academic skills agendas.

The Research Support section provides dedicated support to research faculty and research students in the University. The team ensures the provision of appropriate resources and training in support of research, and collaborates with other units across campus to develop services in areas such as Open Access and research data management.

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.

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.

The Systems Team manages the library management system (Alma) and discovery tool (Primo), as well as providing support for other Library software and hardware.

The University’s valuable collections of archives, manuscripts, rare books and art works are held in the Special Collections department of the Library, 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.

See: http://www.sussex.ac.uk/library/ for further information
4. **Job Description**

**UNIVERSITY OF SUSSEX**

Job Description for the post of: Library Assistant – Frontline
This post is considered to be a ‘Customer Facing’ role under the Terms and Conditions

**Department** 
As Allocated

**Section / Unit / School** 
Library

**Location** 
Library

**Grade** 
Grade 3

**Responsible to** 
Frontline Services Librarian

**Purpose of the post:**

The post holder will work as part of a team and may be required to contribute to the operation of any section of the Library as required. They will assist in the work of the Library by providing a high quality library and information service.

**Key Responsibilities:**

1. Contribute to the direct provision of an optimal Information Service tailored to the changing needs of all Library Users.
2. Responsible for a specific area of work requiring detailed knowledge and the use of judgement and initiative.
3. Assist with the supervision of staff at grades 1 and 2 as required.

**Specific Duties:**

1. Provide general assistance to Library users with Library resources and equipment.
2. Answer directional and routine enquiries (phone, in person and by email) recognising and referring more complex enquiries as appropriate and exercising discretion in terms of data confidentiality and copyright.
3. Assist with manual handling of equipment and Library materials.
4. Contribute to user services, including: support for self-service, processing of exceptions, shelving, assistance to senior staff, operation of automated systems, including data entry and record checking, general clerical duties eg word-processing, photocopying and filing.
5. Handle cash transactions using automated tills.
6. Participate in weekend and evening service rota duties.
7. Assist with routines relating to Library security, opening and closing procedures.
8. Provide technical support to staff and users as appropriate eg ICT equipment, photocopiers, microfilm readers.
9. Contribute to the promotion of the Library’s collections (which may include archives and manuscripts).

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.

**Date** 
March 2016
5. **Person Specification**

**UNIVERSITY OF SUSSEX**

**Person Specification for the post of: Library Assistant (Grade 3)**

### SKILLS / ABILITIES

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Good oral and written communication skills</td>
<td>X</td>
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<tr>
<td>Good ICT skills especially word processing and data inputting</td>
<td>X</td>
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<tr>
<td>Proven ability to work independently and take initiative as appropriate</td>
<td>X</td>
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<tr>
<td>Proven ability to take responsibility for a particular area of work</td>
<td>X</td>
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<tr>
<td>Proven ability to manage time, prioritise tasks and work accurately</td>
<td>X</td>
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<tr>
<td>Ability to participate in manual work such as shelving books and pushing trolleys</td>
<td>X</td>
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<tr>
<td>Awareness of issues relating to copyright, data protection.</td>
<td>X</td>
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### EXPERIENCE

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Experience in a customer orientated environment</td>
<td>X</td>
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<td>Experience of working effectively as part of a team</td>
<td>X</td>
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<td>Experience of using tills or cash handling</td>
<td>X</td>
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<td>Experience of working in a library or bookshop or with students</td>
<td>X</td>
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<td>Experience of staff supervision</td>
<td>X</td>
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### QUALIFICATIONS

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>3 GCSEs or equivalent or relevant experience</td>
<td>X</td>
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### PERSONAL ATTRIBUTES AND CIRCUMSTANCES

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<tr>
<th>Essential</th>
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<tr>
<td>Flexible and able to adapt to change</td>
<td>X</td>
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<td>Good interpersonal skills including the ability to deal tactfully with people</td>
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<td>Ability to work under pressure and to meet deadlines</td>
<td>X</td>
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<td>Ability to exercise integrity and discretion</td>
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<td>Good organisational skills including the ability to file alphabetically and numerically</td>
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**Date** 10 August 2016