Library Support Assistant
Planning & Support Services
Permanent, Full time
Salary range: starting at £16,289 and rising to £17,399 per annum
Expected start date: as soon as possible

The Library is seeking to appoint a full time, full year Support Assistant.

The post holder will work within a team providing support to Library staff and users with regard to maintaining the building and facilities, security and dealing with customers on the busy reception desk.

The ideal postholder 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.

The post holder must be able to participate in the movement of stock and equipment, so should have some knowledge and experience of Health and Safety issues.

The successful candidate will work 36.5 hours per week, including one late shift per week, finishing at 8:00pm, some weekend work and occasional other evenings.

Opening hours are reviewed on an annual basis, so hours of work may alter for future academic sessions. During term time the hours of work are currently, (approx. 35 wpy):

Monday: 09.00 - 17.30 = 7.5 hours (inc 1hr break)
Tuesday: 08.00 - 16.30 = 7.5 hours (inc 1hr break)
Wednesday: 10.30 - 20.00 = 8.5 hours (inc 1hr break)
Thursday: 08.00 - 13.00 = 5 hours
Friday: 08.00 - 17.00 = 8 hours (inc 1hr break)

Approximately one weekend day per month – usually Saturday: 11.30 – 20.00 (time off in lieu during the week to be agreed)

Working hours vary during vacation weeks (approx. 17 wpy).

Closing date for applications: 28 March 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 School / Division**

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/](http://www.sussex.ac.uk/library/) for further information

### 4. Job Description

**UNIVERSITY OF SUSSEX**

**Job Description for the post of: Library Support Assistant**

**Department**
Planning & Support Services

**Section / Unit / School**
Library

**Location**
Library

**Grade**
Grade 2

**Responsible to**
Planning and Support Services Supervisor

**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 and issuing visitor passes.
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 Manage day-to-day, the Library Book Return service in accordance with the requirements of the Frontline Services Librarian.
9 Undertake book handling including sorting, as well as 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 the Library emergency procedures as directed.
12 Assist with basic banking 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.

Date: September 2015

5. Person Specification

UNIVERSITY OF SUSSEX

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

SKILLS / ABILITIES

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Able to work efficiently, politely &amp; quickly</td>
<td>X</td>
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<tr>
<td>Excellent organisational skills</td>
<td>X</td>
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<td>Evidence of ability to prioritise</td>
<td>X</td>
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<td>Basic IT skills</td>
<td>X</td>
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<td>Good interpersonal and communication skills including the ability to deal tactfully with challenging people</td>
<td>X</td>
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<td>Able to work under pressure, with initiative and to deadlines</td>
<td>X</td>
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<td>Able to assist in maintaining the working environment</td>
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<td>High levels of hygiene and appearance</td>
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<tr>
<td>Able to move furniture, equipment and books</td>
<td>X</td>
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**EXPERIENCE**

| Experience of providing good customer care to people including those of different cultures and backgrounds | X |
| Some knowledge of basic health & safety regulations | X |
| Experience of working in a team | X |
| Previous experience and training in manual handling | |
| Practical experience as a support assistant, porter or similar position | X |
| Experience or working in a similar higher education or library environment | X |

**PERSONAL ATTRIBUTES AND CIRCUMSTANCES**

| Flexible and able to adapt to change | X |
| Integrity & discretion | X |
| Assertive and persuasive | X |
| 3 GCSEs or equivalent or relevant experience | X |

Date  September 2015